



# Cisco IOS System Message Guide, 15 SY

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This publication lists and describes system messages for Cisco IOS Release 15 SY. During operation, the system software sends these messages to the console and, optionally, to a logging server on another system. Not all system messages indicate problems with your system. Some messages are purely informational, and others may help diagnose problems with communications lines, internal hardware, or the system software. This guide also includes messages that appear when the system crashes.

This guide contains the following topics:

- [How The Messages Are Organized](#)
- [How to Read System Messages](#)
- [System Message Example](#)
- [Message Traceback Reports](#)
- [Message Overrun and Continuation](#)
- [Using the Error Message Decoder to Search for System Messages](#)
- [Searching for System Messages in Online Documentation](#)
- [Communications, Services, and Additional Information](#)
- [System Messages](#)
- [Glossary](#)

## How The Messages Are Organized

The system messages provide descriptions of system messages related to the Cisco IOS software. The messages are organized according to the particular system facility that produces the messages. The facility sections appear in alphabetical order, and within each facility section, messages are listed alphabetically by mnemonic. Each message is followed by an explanation and a recommended action.

For alphabetizing purposes, lowercase and uppercase letters are treated the same.

The index of messages is alphabetized as follows:

1. Facility code
2. Mnemonic



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## 3. Severity level

## How to Read System Messages

System messages begin with a percent sign (%) and are structured as follows. The text in bold are required elements of the System Message, the text in italics are optional elements of the System Message.

**%FACILITY-SUBFACILITY-SEVERITY-MNEMONIC: Message-text**

**FACILITY** is a code consisting of two or more uppercase letters that indicate the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software. [Table 1](#) lists the system facility codes.

**SUBFACILITY** is used only for Cisco Catalyst 6500 series switches that are operating in a distributed system. The subfacility can consist of one code, or two codes that are divided by a hyphen, and describes the part of the distributed system from where the message is coming. For example, the **%DIAG-SP-STDBY-6-RUN\_MINIMUM** system message is the **%DIAG-6-RUN\_MINIMUM** message coming from the switch processor (SP) that is in redundant or standby (STDBY) mode.

**SEVERITY** is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation. [Table 2](#) lists the severity levels.

**MNEMONIC** is a code that uniquely identifies the system message.

**Message-text** is a text string describing the condition. This portion of the message sometimes contains detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because the information in these variable fields changes from message to message, it is represented here by short strings enclosed in square brackets ([ ]). A decimal number, for example, is represented as [dec]. [Table 3](#) lists the representations of variable fields and the type of information in them.

The following is a sample system message:

**%LINK-2-BADVCALL: Interface [chars], undefined entry point**

Some messages also indicate the card and slot reporting the error. These messages begin with a percent sign (%) and are structured as follows:

**%CARD-SEVERITY-MSG:SLOT %FACILITY-SEVERITY-MNEMONIC: Message-text**

**CARD** is a code that describes the type of card reporting the error. CIP, CIP2, ECPA, ECPA4, FEIP, PCPA, and VIP are possible card types.

**MSG** is a mnemonic that indicates that this is a message. It is always shown as **MSG**.

**SLOT** indicates the slot number of the card reporting the error. It is shown as **SLOT** followed by a number (for example, **SLOT5**).



### Note

The prepended portion of the message (**%CARD-SEVERITY-MSG:SLOT**) is not shown in the system message listings in this manual.

**Table 1**      **Facility Codes**

<b>Code</b>	<b>Facility</b>
AAA	Authentication, authorization, and accounting
AAA_CACHE	Authentication, authorization, and accounting cache
AAAA	TACACS+ authentication, authorization, and accounting security
AAL5	ATM Adaptation Layer 5
AC	Attachment circuit
ACCESS_IE	Access information element
ACE	Access control encryption
ACL_ASIC	Access control list ASIC
ACLMERGE	Access control list merge
ACLMGR	Access control list manager
ADAPTER	CMCC adapter task
ADJ	Adjacency subsystem
AESOP_AIM	Service engine advanced interface module
AFLSEC	Accelerated Flow Logging Security
AHDLC_TRINIAN	PPP in HDLC-like framing device driver
AICMGMT	Alarm interface controller management
AIM	Advanced Interface Module (AIM)
AIP	ATM Interface Processor
ALARM	Telco chassis alarm related
ALC	ATM line card (ALC)
ALIGN	Memory optimization in Reduced Instruction Set Computer (RISC) processor
ALPS	Airline Protocol Support
AMD79C971_FE	Am79C971 Fast Ethernet device driver
AMDP2_FE	AMDP2 Ethernet and Fast Ethernet
AP	Authentication Proxy (AP)
APPFW	APPFW for HTTP subsystem
APS	Automatic Protection Switching
ARAP	Apple Remote Access Protocol (ARAP)
ARCHIVE_CONFIG	Archive configuration-related
ARCHIVE_DIFF	Archive Diff and Rollback-related
AS5400	Cisco AS5400 platform
AS5400_ENVM	Cisco AS5400 environmental monitor
ASPP	Asynchronous Security Protocol (ASPP)
AT	AppleTalk (AT)
ATM	Asynchronous Transfer Mode

**Table 1** Facility Codes (continued)

<b>Code</b>	<b>Facility</b>
ATM_AIM	ATM advanced module
ATMCES	ATM access concentrator PCI port adapter driver
ATMCORE	ATM core
ATMLC	Cisco 7300 ATM line card software
ATMOC3	ATM OC-3 network module
ATMOC3POM	ATM- OC3-POM module
ATMPA	ATM port adapter
ATMSIG	ATM signaling subsystem
ATMSPA	ATM Shared Port Adapter
ATMSSCOP	ATM Service Specific Connection Oriented Protocol (SSCOP)
ATOM_NP_CLIENT	Any Transport over MPLS NP client
ATOM_SEG	Any Transport Over MPLS (AToM) Segment Handler
ATOM_TRANS	Layer 2 Transport over MPLS
AUDIT	Audit feature
AUTORP	PIMv2 AUTORP
AUTOSEC	AutoSecure
AUTOSHUT	Autoshut
AUTOSTATE	Autostate feature
BACKPLANE_BUS_ASIC	Backplane bus ASIC
BAMBAM	One-port Fast Ethernet with coprocessor assist
BAP	PPP Bandwidth Allocation Protocol (BAP)
BAT	Power supply (BAT)
BCM	Broadcom switch controller
BCM3220	Cable modem MAC controller interface
BCM56XX	BCM56XX control layer
BCM_GEWAN	Messages related to the Cisco 3800 system controller
BERT	Bit error rate tester (BERT)
BFD	Bidirectional Forwarding Detection
BFDFSM	BFD finite state machine
BGP	Border Gateway Protocol
BGP_MPLS	BGP MPLS common
BIT	Dynamic bitlist
BOOMERANG	Boomerang distributed reverse proxy server
BRI	ISDN Basic Rate Interface
BRIMUX	Cisco AS5200 BRIMUX board

Table 1 Facility Codes (continued)

Code	Facility
BSC	Binary Synchronous Communications protocol
BSQ	Buffer status queue processing
BSR	Bootstrap router
BSTUN	Block serial tunneling (BSTUN)
BUNDLES	Bundles
C1400	Cisco 1400 platform
C_GIGE	Dual-port Gigabit Ethernet back card subsystem
C10K	Cisco 10000
C10K_APS	NSP APS
C10KATM	Cisco 10000 ATM
C10KCARDISSU	Cisco 10000 Card ISSU
C10KCHE1T1	Cisco 10000 T1 line card
C10KCHKPT	Cisco 10000 Checkpoint Facility
C10KET	Cisco 10000 ET
C10KEVENTMGR	Event Manager subsystem
C10KGE	Gigabit Ethernet subsystem
C10KHHCT3	Cisco 10000 HH Channelized T3
C10KINT	Cisco 10000 interrupt infrastructure
C10KISSU	Cisco 10000 In Service Software Upgrade
C10K_IEDGE	Cisco 10000 iEdge
C10K_LFI_GENERAL	Cisco 10000 Link Fragmentation and Interleaving
C10K_MULTILINK_FRAGSIZE_BELOW_MIN_WARNING	Cisco 10000 PXF Multilink fragment size below minimum warning
C10K_QOS_GENERAL	Cisco 10000 Quality of Service (QoS)
C10K_QUEUE_CFG_GENERAL	Cisco 10000 PXF queuing configuration
C10K_TOASTER	Cisco 10000 toaster
C1400_PCI	Protocol control information (PCI) bus for Cisco 1400 platform
C1600	Cisco 1600 platform
C1700	Cisco 1700 platform
C1700_EM	Cisco 1700 VPN module hardware accelerator for IP security
C1800	Cisco 1800 platform
C1800_HW_CRYPT0	Cisco 1800, Cisco 1810 Motorola SEC 2.0
C2400_DSX1	Cisco 2400 DSX1 subsystem
C2600	Cisco 2600 platform

Table 1 Facility Codes (continued)

Code	Facility
C2600_MAINBOARD_ASYNC_PQUICC	MPC860 quad integrated communications controller for the Cisco 2600 platform
C2950	Catalyst 2950 series switch
C29ATM	Catalyst 2900XL ATM module
C2KATM	Catalyst 2820 ATM module
C3200_FE	Cisco 3200 FEC
C3600	Cisco 3600 platform
C3800	Cisco 3800 platform
C3800_ENVVM	Environmental
C3825	Cisco 3825 platform
C4GWY_DSPRM	DSP Resource Manager
C4K	Catalyst 4000 platform
C542	Voice driver for modular access routers
C5421	Voice over IP
C54x	VoIP DSP driver
C54X	VoIP driver
C5510	Voice Over IP (VoIP) driver
C5RSP	Cisco Catalyst 5000 platform
C6KENV	Cisco Catalyst 6500 environmental system
C6K_MWAM_CENTRALIZED_CONFIG	Multiprocessor WAN Application Module (MWAM) centralized configuration
C6KPWR	Cisco Catalyst 6500 power control system
C6MSFC	C6MSFC (Draco)
C6SUP	C6SUP-specific
C7200	Cisco 7200 platform - deleted for 12.2
C7200_TDM	Cisco 7200 midplane TDM bus
C7600_RSP	Cisco 7600 Route Switch Processor
C7600_SIP200	SPA Interface Processor 200
C7600_SIP200_MP	Cisco 7600, Catalyst 6500 SIP-200 Multiprocessing
C7600_SIP200_SPIRX	Cisco 7600, Catalyst 6500 SIP-200 SPI4.2 bus ingress interface
C7600_SIP200_SPITX	Cisco 7600, Catalyst 6500 SIP-200 SPI4.2 bus egress interface
C7600_SSC600	Services SPA Carrier Card (SSC600)
C830_HW_CRYPT0	C830 Hifn
C870_FE	Cisco 870 Fast Ethernet
C870_HW_CRYPT0	Cisco 850, Cisco 870 Motorola SEC 1.0
C950	Cisco 950

Table 1 Facility Codes (continued)

Code	Facility
CAIM	Compression Advanced Interface Module (CAIM)
CALL_CONTROL	Call control
CALL_HOME	Call Home
CALL_MGMT	Call management subsystem
CALLPROG	Call progress notification subsystem
CALLRECORD	Modem Call Record
CALLTREAT	Call treatment
CALLTREAT_NOSIGNAL	Call Treatment (TREAT)
CALLTRKR	Call Tracker subsystem
CAMP	Cooperative Asymmetric Multiprocessing
CAPI	Card API
CAPI_EC	Card or EtherChannel limitation
CARDMGR	SIP-400 Card Manager (data plane)
CARRIER	DFC carrier
CASA	Cisco Appliance and Services Architecture (CASA)
CBUS	CiscoBus controller
CBUS_ATTEN	CMCC CIP for Cisco bus controller statistics routine
CBUS_WRITE	CMCC CIP for Cisco bus controller write support
CCA	CMCC CIP for channel card adapter
CCH323	Call Control for H.323
CCPROXY	H.323 proxy
CDM	Cable Data Modem subsystem
CDMA_PDSN	CDMA PDSN
CDNLD_CLIENT	Client NRP2 configuration download
CDNLD_SERVER	Server NSP configuration download
CDP	Cisco Discovery Protocol (CDP)
CDSX_MODULE	Network module
CE3	CE3 port adapter (CE3)
CEIPNM	Circuit Emulation over IP Network Module
CERF	Cache Error Recovery Function (CERF)
CES	Circuit Emulation Service (CES)
CES_CLIENT	Client circuit emulation service (CESt
CES_CONN	TDM connection
CFG	Invalid Cisco 1840 configuration
CFGMGR	Configuration Manager

**Table 1** Facility Codes (continued)

<b>Code</b>	<b>Facility</b>
CFIB	Constellation FIB
CFM	Connectivity Fault Management
CHANNEL_BANK	Channel Bank
CHARLOTTE	Dual OC-3 PoS port adapter
CHKPT	Checkpoint facility
CHOC12	CHOC12 port adapter
CHOPIN	Versatile Interface Processor (VIP) Multi-channel Port Adapter
CHOPIN_ MAINBOARD_ ASYNC_PQII	Chopin Main Board Asynchronous driver
CHSTM1	CHSTM1
CI	Cisco 7500 platform chassis interface
CIOS	CMCC channel adapter Cisco IOS wrapper
CIP and CIP2	Channel Interface Processor (CIP) and enhanced CIP
CIPDUMP	CIP core dump
CIRRUS	CD2430 asynchronous controller
CIRRUS_PM	Slow-speed asynchronous/synchronous port module
CLAW	CMCC CIP for Common Link Access for Workstations (CLAW) facility
CLEAR	Clear facility
CLIENT_CLOCK_SYNC	Clock synchronization server
CLNS	OSI Connectionless Network Service
CLOCK	Clock and calendar
CLOCKSW	Cisco 6400 network clocking
CLS	Cisco link services (CNS)
CLSDR	Cisco link services (CNS) driver
CM622_CM155	ATM OC12 and QOC3 line card driver
CMAPP	Call Manager application
CMBPKM	Multimedia Cable Network System Partners, Ltd. (MNCNS), baseline privacy key management
CMCC	Cisco Mainframe Channel Connection (CMCC)
CM_DSPRM	Digital Signal Processor Resource Manager (DSPRM)
CM_MONITOR	UBR900 Cable Access Router Personal Monitor
CMP	Cluster Membership Protocol
CMPCTG	CMCC Logical Link Control Transmission Group
CNS	Cisco Networking Services (CNS)
CNS_AGENT_CFGCHG	Cisco Network Service (CNS) Configuration Change Agent
CNSAD_IPSEC_AGENT	Cisco Network Service (CNS)/AD IPsec Agent

Table 1 Facility Codes (continued)

Code	Facility
CNSES	Cisco Network Services Event Service client
COBALT	COBALT
COMMON_FIB	CEF address family independent (FIB)
COMP	Point-to-point compression
CONFIG	CMCC Channel Interface Processor (CIP) messages for the configuration processing facility
CONST_BOOT	Constellation boot
CONST_DIAG	On-line diagnostics
CONST_V6	IP version 6
CONTROLLER	Controller
COPTMONMIB	Cisco Optical Monitoring MIB
COT	Continuity test (COT)
COUGAR_EHSA	Pulse amplitude modulation (PAM) port driver
CP	Control plane protection notification
CPAD	Compression service adapter (CSA)
CPE_MMI	Customer Premises Equipment Modem Management Interface
CPM	Combo Port Module (CPM) device driver
CPOS	Packet-over-SONET
CPU_INTF_FPGA	CPU Interface FPGA
CPU_MONITOR	CPU monitor
CRYPTO	Encryption
CRYPTO_HA	Crypto High Availability
CRYPTO_HA_IKE	Crypto High Availability
CRYPTO_HA_IPSEC	Crypto High Availability
CSG	Content Services Gateway
CSM	Call switching module
CSM_TGRM	CSM TGRM interaction
CSM_TRUNK	Call switching trunk manager
CSM_VOICE	Call switching mode (CSM) voice subsystem
CT3	Channelized T3 (CT3) port adapter
CTA	CMCC CIP for the channel transport architecture device task/mapper
CTLPROVIDERSERV	CTL provider service
CTRC	Cisco Transaction Connection
CWAN_ALARM	Constellation WAN alarm
CWAN_ATM	Constellation WAN ATM
CWAN_HA	WAN module High Availability

Table 1 Facility Codes (continued)

Code	Facility
CWAN_QINQ	Constellation CWAN-QINQ linecard
CWAN_RP	Constellation WAN ATM Route Processor driver
CWAN_SP	Constellation WAN ATM Switch Processor driver
CWAN_SPA	Shared Port Adapter on OSR
CWANLC	Constellation WAN line card
CWANLC_ATM	Constellation WAN ATM Route Processor driver
CWAN_POSEIDON	Optical Services Module (OSM) GE-WAN Route Processor (RP) driver
CWPA	Route Processor for Constellation Supervisor router module
CWPABRIDGE	CWPA bridging
CWRMP	Wireless radio point-to-multipoint driver
CWRPSPA	Shared Port Adapter on OSR RP
CWRSU	Wireless radio point-to-multipoint subscriber unit (SU)
CWRTEST	Wireless radio point-to-multipoint test driver
CWSLC	Constellation WAN SiByte module
CWTLC	Constellation Supervisor router module line card
CWTLC_ATM	ATM line card for Constellation Supervisor router module
CWTLC_ATOM	Constellation WAN Toaster linecard – AToM
CWTLC_CHOC	Cyclops Channelized OC48/OC12-related
CWTLC_CHOC_DSX	Optical Services Module (OSM) CHOC DSX LC common
CWTLC_CHOCX	Optical Services Module (OSM) Channelized OC12/OC3 Module
CWTLC_GEWAN	Gigabit Ethernet WAN Module
CWTLC_QOS	Optical Services Module (OSM) Supervisor line card QoS
CWTLC_RP	Catalyst 6500 Series Switch and Cisco 7600 Series Router WAN Toaster-based Module Route Processor
DAS_ENV	RSC environmental monitor subsystem
DBCONN	Database Connection
DBUS	Data bus
DCU	ATM access concentrator PCI port adapter
DEBUGGER	Debug mode
DEC21140	DEC21140 Fast Ethernet controller
DFC	Dial feature card
DFC_CARRIER	Dial feature card carrier
DFP	Dynamic Feedback Protocol
DHCP	Dynamic Host Configuration Protocol
DHCP_SNOOPING	DHCP snooping
DHCPD	Dynamic Host Configuration Protocol (DHCP) server

Table 1 Facility Codes (continued)

Code	Facility
DHCPV6C	DHCPv6 client
DHCPV6S	DHCPv6 server
DIAG	CMCC CIP for diagnostic testing
DIALER	Dial-on-demand routing
DIALPEER_DB	Dial peer configuration
DIALSHELF	Dial shelf
DIRECTOR	Director server
DISKMIRROR	NSP disk mirror
DLC	Data-link control
DLSWC	Data-link switching (DLSw)
DLSWMasterSlave	Data-link switching (DLSw) core
DLSWP	Data-link switching (DLSw) peer module
DM	Diagnostic Monitor or Dispatch Manager
DMA	Direct memory access
DMTDSL	Digital/discrete multitone digital subscriber line (DMTDSL)
DNET	DECnet
DNLD	Auto-config/download
DNSSERVER	Domain Name System (DNS) server
DOSFS	DOS file system
DOS_TRACK	IP source tracker
DOT11	802.11 subsystem
DOT1Q	802.1q
DOT1X	802.1X authorization
DOT1X_MOD	Messages encountered in platform dependent code for 802.1x
DP83815	DP83815 10/100 Mbps Integrated PCI Ethernet Media Access Controller
DPM	AS5200 T1 BRIMUX
DRIP	Duplicate Ring Protocol
DRP	Director Response Protocol
DRVGRP	Interface driver
DS3E3SUNI	DS3E3SUNI driver
DS_MODEM	FB modem card
DS_TDM	Dial shelf time-division multiplexing
DS1337	DS1337 RTC
DSA	Delayed stop accounting
DSC	Dial shelf controller (DSC)
DSC_ENV	Cisco AS5800 environment monitor

Table 1 Facility Codes (continued)

Code	Facility
DSC_REDUNDANCY	Cisco AS5800 dial shelf controller (DSC) redundancy
DSCC4	DSCC4 driver
DSCCLOCK	Dial shelf controller (DSC) clock
DSCEXTCLK	Dial shelf controller (DSC) clock
DSCREDCLK	Dial shelf controller (DSC) redundancy clock
DSI	Cisco AS5800 dial shelf interconnect board
DSIP	Distributed system interconnect protocol
DSIP_IOSDIAG	DSIP diagnostic test
DSIPPF	Nitro Interconnect Protocol
DLSAR	DSL segmentation and reassembly
DSM	DSP Stream Manager
DSMP	DSP Stream Manager
DSP_CONN	TDM connection
DSPDD	Digital Signal Processor Device Driver (DSPDD)
DSPDUMP	Digital Signal Processor crash dump facility
DSPFARM	DSP resource management
DSPRM	Digital Signal Processor Device Driver (DSPDD)
DSPU	Downstream physical unit
DSX0	CT1 RBS time slot status
DSX1	Channelized E1 (Europe) and T1(US) telephony standard
DS_TDM	Dial shelf time-division multiplexing (TDM)
DSXPNM	TE3 network module
DTP	Dynamic Trunking Protocol filtering
DUAL	Enhanced Interior Gateway Routing Protocol
DVMRP	Distance Vector Multicast Routing Protocol
E1T1_MODULE	E1T1 module
EAP	Extensible Authentication Protocol
EARL	Enhanced Address Recognition Logic
EARL_ACL_FPGA	Enhanced Address Recognition Logic ACL FPGA
EARL_DRV_API	EARL driver API
EARL_L2_ASIC	Enhanced Address Recognition Logic Layer 2 ASIC
EARL_L3_ASIC	Enhanced Address Recognition Logic Layer 3 ASIC
EARL_NETFLOW	Enhanced Address Recognition Logic NetFlow
EC	EtherChannel, Link Aggregation Control Protocol (LACP), and Port Aggregation Protocol (PAgP)
ECC	Single bit errors in ECC

Table 1 Facility Codes (continued)

Code	Facility
ECPA and ECPA4	Escon Channel Port Adapter and enhanced Escon Channel Port Adapter
EGP	Exterior Gateway Protocol
EHSA	Cisco 6400 Enhanced High System Availability (EHSA)
EM	Event Manager
EM_FPGA	Cisco 1840 FPGA encryption, decryption and hash message authentication codes (HMAC) for IP Security (IPSec)
ENSP	Enhanced Network Services Provider (ENSP)
ENT_API	Entity MIB API
ENT_ALARM	Entity alarm
ENTITY_ALARM	Entity alarm
ENVM	Environmental monitor
ENV_MON	Cisco 12000 environmental monitor
ENVM	Environmental monitor
EOBC	Ethernet out-of-band channel
EOS	Eos ASIC
EOU	Extensible Authentication Protocol (EAP) over User Datagram Protocol (UDP)
EPAD	Encryption port adapter driver (EPAD)
EPLD	EPLD
EPLD_STATUS_OPEN	EPLD Programming Status File Data Processing
EPAMCM	Ethernet Port Adapter Module Configuration Manager
EPIF_PORT	MMC Networks Ethernet Port L3 Processor Port
ESCON	Enterprise Systems Connection
ESF_CRASHINFO	Extended SuperFrame crashinfo
ESF_DRIVER	SIP-400 ESF driver
ESF_IPC	IPX2800 IPC
ESWILP_CFG	Ethernet switch module configuration
ESWILP_FLTMG	ESWILP fault management
ESWITCH	Ethernet switch port adapter
ESWMOD	Ethernet switch module
ESWMRVL_FLTMG	Ethernet switch fault management
ESW_STORM_CONTROL	Storm control
ESW_WIC_FLTMG	Ethernet Switch WIC fault management
ET2_MODULE	Ernest-T2 network module
ETHERNET	Ethernet for the C1000 series
EVENT	Event MIB

**Table 1** Facility Codes (continued)

<b>Code</b>	<b>Facility</b>
EVENT_TRACE	Event trace subsystem
EXFREE	External memory manager
EXPRESSION	Expression MIB
FABRIC	Fabric Interface ASIC (FIA)
FALLBACK	Voice over IP (VoIP) fallback
FAN	Fan
FARM_DSPRM	Farm DSPRM
FASTBLK	Fast Block
FB	Cisco AS5800 feature board
FB_COREDUMP	Feature board core dump
FBINFO	Cisco AS5800 feature board crash information subsystem
FCIP	FCIP driver
FCL	Forward Control Layer (FCL)
FDDI	Fiber Distributed Data Interface (FDDI)
FDM	Firewall Service Module (FWSM) Device Manager
FDM_HA	High availability FWSM Device Manager
FECPM	Fast Ethernet (FE) Combination Port Module (CPM) device driver
FESMIC_FLTMG	FESMIC fault management-related
FF	FF module-specific
FIB	Forwarding Information Base
FIB_HM	FIB health monitor
FIB_HM_MVL	Platform dependent, FIB Health Monitor
FILESYS	File system
FIO_TDM	Messages related to the Cisco 3700XM TDM device
FLASH	Flash nonvolatile memory
FLEX_DNLD	Voice Over IP (VoIP) driver
FLEXDSPRM	Flex DSPRM operation
FM	Feature Manager (FM)
FM	Forwarding Manager (FM)
FMCORE	Core Feature Manager
FM_EARL6	EARL 6 Feature Manager
FM_EARL7	EARL 7 Feature Manager
FPD_MGMT	FPD Management Subsystem
FPGA	LS1010 chip-specific
FR	Frame Relay
FR_ADJ	Frame Relay Adjacency

Table 1 Facility Codes (continued)

Code	Facility
FR_ELMI	Frame Relay enhanced Local Management Interface
FR_FRAG	Frame Relay Fragmentation
FR_LMI	Frame Relay Local Management Interface
FR_RP	Frame Relay RP
FR_VCB	Frame Relay VC bundle
FRATM	Frame Relay ATM
FREEDM	CT3 trunk card Freedm
FS_IPHC	Fast IP Header Compression
FTC_TRUNK	Cisco 3801 platform
FTPSERVER	FTP server processes
FTSP	Fax Telephony Service Provider subsystem
FTTM	Full Ternary TCAM Manager
FW	Inspection subsystem
FW_HA	Firewall High Availability
FX1000	FX1000 Gigabit Ethernet controller
GBIC_SECURITY	GBIC security check
GBIC_SECURITY_CRYPT	GBIC SECURITY serial EEPROM verification
GBIC_SECURITY_UNIQUE	GBIC security uniqueness verification
GDOI	Group Domain of Interpretation
GE	Gigabit Ethernet subsystem
GENERAL	Zenith route processor
GET_DATA	CMCC CIP for allocating transfer elements
GK	GK-H.323 Gatekeeper
GK_OSP	H.323 Gatekeeper OSP
GLBP	Gateway Load Balancing Protocol
GLCFR	Internet router
GPRSFLTMG	Global Packet Radio Service fault management
GPRSMIB	Global Packet Radio Service MIB
GRIP	Xerox Network Systems (XNS) Routing Protocol
GRP	Gigabit Route Processor
GRP_C10K_CH_DS3	Cisco 10000 CH-DS3 RP driver
GRP_OC12_CH_DS3	Gigabit Route Processor (GRP) driver
GRPGE	Gigabit Ethernet Route Processor (RP)
GRPPOS	POS Route Processor
GSHDSL	G.Symetric High DSL

Table 1 Facility Codes (continued)

Code	Facility
GSI	G.Symetric high bit rate DSL
GSR_ENV	Internet router environment monitor
GSRIPC	Internet router IPC service routines
GT64010	GT64010 DMA controller driver
GT64011	GT64011 DMA controller driver
GT64120	GT64120 DMA controller driver
GT96K_FE	Cisco 3700 series and Cisco 3631 systems controller
GT96K_FEWAN	Cisco 3700 series and Cisco 3631 systems controller for WAN
GT96K_TDM	Cisco 37xx, Cisco 2691, and Cisco 3631 TDM subsystem
GTP	GPRS Tunnel Protocol
GUIDO	GUIDO network module
HA	High availability system
HA_CLIENT	High availability client
HA_EM	Embedded Event Manager
HA_IFINDEX	High Availability system
HAL	Halcyon
HARDWARE	Hardware resources
HA_WD	High Availability system
HAWKEYE	Token Ring PCI port adapter
HD	HD64570 serial controller
HDLC	High-Level Data Link Control
HDLC32	PAS HDLC32
HDV	High Density Voice (HDV) driver
HDV2	HDV2 network module
HDX	Half-duplex (HDX) finite state machines (FSM)
HEALTH_MONITOR	Health Monitor
HEARTBEAT	Heartbeat
HHM	Cisco AS5400 health monitor
HIFN79XX	Hifn 79xx
HLFM	Forwarding Manager
HMM_ASYNC	Hex modem network module asynchronous driver
HOOD	LAN controller 100VG-AnyLAN interface
HP100VG	100VG-AnyLAN port adapter driver
HPI	Host Port Interface
HSRP	Hot Standby Router Protocol (HSRP)
HTSP	Analog voice hardware adaptation layer software

Table 1 Facility Codes (continued)

Code	Facility
HTTP	Hypertext Transfer Protocol (HTTP)
HTTPC	HTTP client
HUB	Cisco Ethernet hub
HW	Hardware
HW_API	Hardware API
HW_VPN	Encryption Advanced Interface Module (EAIM)
HWEKAN	HWEKAN echo canceller
HWIC_1GE_SFP	Gigabit Ethernet High-speed WAN Interface Card (HWIC)
HWIC_ADSL	HWIC ADSL
HWIC_ADSL_BRI	HWIC ADSL/BRI
HWIC_BRI	HWIC BRI
HWIC_HOST	High-speed WAN Interface Card (HWIC) Host Driver Library
HWIC_SERIAL	High-speed WAN Interface Card (HWIC) Serial Device Driver
HWIF_QOS	HWIF QoS
HYPERION	Hyperion ASIC
I82541	Intel 82541 Ethernet/Fast Ethernet/Gigabit Ethernet controller
I82543	Intel 82543 Ethernet/Fast Ethernet/Gigabit Ethernet controller
I82544	I82544 Fast Ethernet controller
I82559FE	Intel 82559 Fast Ethernet controller
IAD2420_VOICEPORT	IAD2420 Voice Port
IBM2692	IBM Token Ring chipset
ICC	Inter-Card Communication
IDBINDEX_SYNC	Interface Descriptor Block (IDB) index synchronization
IDBMAN	Interface description block manager
IDCONF	Intrusion Detection Configuration
IDMGR	ID manager
IDNLD	NSP IDNLD
IDS	IP datagram subsystem (IDS)
IDTATM25	IDT ATM25 network module
IEDGE	Intelligent Services Gateway (ISG)
IF	Interface
IFINDEX	SNMP IF_MIB persistence
IFMGR	Interface Manager
IFS	Cisco IOS file system
IGRP	Interior Gateway Routing Protocol
ILACC	ILACC driver

Table 1 Facility Codes (continued)

Code	Facility
ILPM_FAULT	Inline Power Management (ILPM)-related
ILPOWER	Inline power
IMA	Inverse multiplexing over ATM (IMA)
IMAGEMGR	Image manager
IMAGE_SIMFS	In-Memory System Image File System
IMAGE_VFS	Image Virtual File System
INBAND	Inband management
INDXOBJ	Index object
INSTANCE_LOG	Instance log
INT	CIP for the interrupt handler interface
INTERFACE_API	Binary API for the interface descriptor block
INTR_MGR	Interrupt manager
IOCARD	I/O card-specific
IOS_RESILIENCE	Cisco IOS software image and configuration resilience
IP	Internet Protocol
IP_DEVICE_TRACKING	Switch IP Host Tracking
IP_DEVICE_TRACKING_HA	Switch IP Host Tracking HA
IPA	Intelligent port adapter
IPACCESS	IP security
IPC	Interprocess communication
IPC_DRVR	CMCC interprocess communication driver
IPCGRP	Route Processor (RP) interprocess communication (IPC)
IPCOIR	IPC Online Insertion and Removal (OIR)
IPC_RPM	Interprocess communication (IPC)
IPC_RSP_CBUS	Interprocess communication ciscoBus (CBUS)
IPC_URM	Interprocess communication universal router module
IPCLC	Internet router line card interprocess communication
IPDCAPP	Internet Protocol Device Control application
IPFAST	IP fast switching
IPFLOW	IP flow
IPM_C54X	Voice over IP (VoIP) driver
IPM_DSPRM	Digital Signal Processor (DSP) Resource Manager
IPM_NV_EEPROM	Integrated port module NVRAM driver
IPMCAST	Cisco 12000 series Internet router line card IP multicast
IPMCAST_LIB	IP Multicast library

Table 1 Facility Codes (continued)

Code	Facility
IPMOBILE	IP Mobility
IPNAT	IP Network Address Translation
IPP	CMCC encryption feature
IPPHONE	IP Phone register/unregister
IPRT	IP routing
IPS	Intrusion prevention system
IPSECV6	Encryption feature
IP_SNMP	Simple Network Management Protocol specific to IP
IPV6	IP version 6
IPV6FIB	IP version 6 forwarding-based on destination IP addresses
IPV6_FW	IPv6 Inspection subsystem
IPV6_VFR	IPv6 virtual fragment reassembly subsystem
IPV6_VRF	VRF common
IP_VFR	IP Virtual Fragment Reassembly (VFR) subsystem
IP_VRF	IP VPN routing/forwarding instance common
IPX	Novell Internetwork Packet Exchange Protocol (IPX)
IRECAGENTSERVER	IREC agent server
IRONBUS	Iron bus
ISA	Integrated Services Adapter (ISA)
ISDN	Integrated Services Digital Network (ISDN)
ISRHOG	Interrupt Service Routine Hog
ISSU	In Service Software Upgrade
ISSU_CS	ISSU configuration synchronization
IUA	ISDN User Adaptation Layer
IVR	Interactive Voice Response (IVR)
IVR_MSB	Media Stream module
IVR_NOSIGNALING	Interactive Voice Response (IVR) system messages not related to call signaling
IXP1200_CP	One port Fast Ethernet with coprocessor assist
IXP_MAP	ESF Network Processor Client Mapper
JAGGER	Constellation WAN line card
JETFIRE_SM	NAM Sensor network module
KERBEROS	Voice over IP (VoIP) for Cisco AS5800
KEYMAN	Keysting encryption
KINEPAK	Voice over IP (VoIP) for Cisco AS5800
L2	Layer 2

**Table 1**      *Facility Codes (continued)*

<b>Code</b>	<b>Facility</b>
L2_AGING	Layer 2 aging
L2_APPL	Layer 2 application
L2_ASIC	Layer 2 forwarding engine
L2CAC	Layer 2 CAC
L2HW_CM	Layer 2 hardware connection manager
L2R	L2RLY
L3_ASIC	Layer 3 CEF engine
L3MM	Layer 3 Mobility Manager
L3_MGR	Layer 3 manager
L3TCAM	Layer 3 TCAM manager
LANCE	Local Area Network Controller Ethernet
LANE	LAN Emulation
LANMGR	IBM LAN Network Manager
LAPB	X.25 Link Access Procedure, Balanced
LAPP_OFF	Fax offramp calls
LAPP_ON_MSGS	Fax onramp calls
LAT	DEC local-area transport
LC	Line card
LC_10G	Hamptons 10G trunk card
LC_2P5G	Hamptons 2.6G trunk card
LCB	Line Control Block (LCB) event process
LCCEF	ATM Cisco Express Forwarding (CEF) adjacency
LCCOREDUMP	Line card core dump subsystems
LCFE	Fast Ethernet line card (LC) driver
LCGE	Gigabit Ethernet line card (LC) driver
LCINFO	Line card crash information subsystem
LCLOG	Internet router line card logger subsystem
LCMDC	ONS 15540 Extended Services Platform
LCOC12_CH_DS3	Internet router OC-12-channelized-to-D3 line card
LCPLIM	Line card physical layer interface module
LCPOS	Packet over SONET (POS) line card driver
LCR	Line card registry
LCRED	LC and Port redundancy
LDP	Label Distribution Protocol (LDP)
LES_FDDI	LAN Emulation Server/Fiber Distributed Data Interface
LEX	LAN extension

*Table 1 Facility Codes (continued)*

<b>Code</b>	<b>Facility</b>
LFD	Label Forwarding Database
LFD	MFI Label Switching Database (LFD)
LIBT2F	Text to fax library
LIBTIFF	Tagged Image File Format (TIFF) library
LINECARD	Node Route Processor (NRP) line card
LINEPROTO	Line Protocol
LINK	Data link
LLC	Logical Link Control (LLC), type 2
LLDP	Link Layer Discovery Protocol
LLIST	Linked list facility
LNМ	Link noise monitor for the E1T1 module
LNMC	LAN network manager
LOADER	CIP for relocating loader facility
LOGIN	Login
LOVE	Statistics from the CIP to the router
LPD	Line printer daemon
LRE	Long Reach Ethernet for the Catalyst 2950 switch
LSD	MPLS Forwarding Infrastructure (MFI) Label Switching Database
LSPV	MPLS Label-Switched Path Verification
LSS	LS switching message definition
M32X	M32X Basic Rate Interface trunk card
MAC_LIMIT	MAC address table entries
MAC_MOVE	Host activity
MAILBOX	ChipCom mailbox support
MARS_NETCLK	Network clock system
MARVEL_HM	Platform-dependent health monitor rules
MASTER_LED	Master LED
MBRI	Multi-BRI port modules
MBUF	CMCC memory buffer
MBUS	CMCC maintenance bus (MBus)
MBUS_SYS	Maintenance bus (MBus) system
MC3810_DSX1	MC3810 DSX1 subsystem
MCAST	Layer 2 multicast
MCT1E1	CT1/CE1 shared port adapter
MCX	Voice port adapter
MDEBUG	Memory debug

Table 1 Facility Codes (continued)

Code	Facility
MDR_SM	Minimum Disruption Restart State Machine
MDS	Multicast distributed switching
MDT	PIM MDT
MDX	
MEM_ECC	Memory write parity errors detected by ECC control
MEM_HM	Memory health monitor
MEMD	CMCC CIP related to the memory device facility
MEM_MGR	Memory management
MEMPOOL	Enhanced Memory pool MIB
MEMSCAN	Memory scan
METOPT	ONS 15540 Extended Services Platform
METS	Memory-leak analysis
MFI	MPLS Forwarding Infrastructure
MFIB	Multicast Forwarding Information Base
MFIB_CONST_LC	MFIB-Constellation platform
MFIB_CONST_RP	MFIB Constellation information
MFIB_STATS	MFIB statistics
MGCP	Media Gateway Control Protocol (MGCP)
MGCP_APP	Media Gateway Control Protocol (MGCP) application-specific
MGCP_RF	Media Gateway Control Protocol (MGCP) High Availability
MHA	Marvel high availability
MHA_LINE	Marvel high availability line
MHA_MODE	Marvel high availability
MHA_RF	Marvel high availability redundancy feature
MIC	Port adapter
MICA	Modem ISDN Channel Aggregation (MICA)
MIF68840	PCI MC68840 FDDI port adapter
MIMIC	MCOM integrated modem network modules
MIPC	Marvel IPC
MISA	Multiple Crypto Engine subsystem
MISTRAL	Mistral ASIC
MK5	MK5025 serial controller
MLD_PROT	Multicast Listener Discovery
MLOAD	Module Loader
MLS_ACL_COMMON	Multilayer switching ACL
MLS_RATE	Multilayer Switching Rate Limit

Table 1 Facility Codes (continued)

Code	Facility
MLSCEF	Multilayer Switching Cisco Express Forwarding
MLSM	Multilayer Switching Multicast
MMLS	Multicast Multilayer Switching
MMLS_RATE	Multicast Multilayer Switching Rate Limit
MMODEM	Integrated modem network module
MODEM	Router shelf modem management
MODEM_HIST	Router shelf modem history and tracing
MODEM_NV	Modem NVRAM
MODEM_CALLREC	Modem call record
MODEMCALL RECORD	Modem Call Record
MOHAWK_SM	IDS sensor network module
MONITOR	Cisco IOS software ROM monitor
MOTCR	Hardware accelerator for IPSec
MPA68360	VIP Multi-channel Port Adapter
MPC	Multipath Channel Protocol
MPF	Multi-Processor Forwarding (MPF)
MPLS	Multiprotocol Label Switching
MPLS_ATM_TRANS	ATM Transport over MPLS
MPLS_PACKET	MPLS packet
MPLS_TE	Label Switch Path (LSP) tunnel
MPLS_TE_PCALC	MPLS TE path calculation facility
MPOA	Multiprotocol over ATM (MPOA)
MPLSOAM	MPLS management
MRIB	Multicast Routing Information Base
MRIB_API	MRIB client API
MRIB_PROXY	MRIB proxy
MROUTE	Multicast route
MSACDSPRM	Media Conferencing DSP Resource Manager
MSC100_SPA_CC	Cisco 7304 SPA carrier card
MSDP	Multicast Source Discovery Protocol
MSDSPRM	Media Services DSP Resource Manager
MSFC2	Multilayer Switch Feature Card 2
MSFW	Media Services DSP Firmware Manager
MSG802	CMCC CIP 802 for IEE 802.2cx LLC Protocol
MSPI	Mail Service Provider

Table 1 Facility Codes (continued)

Code	Facility
MTRIE	Mtrie
MUESLIX	Mx serial application-specific integrated circuit (ASIC)
MV64340_ETHERNET	MV64340 Ethernet controller
MVR_RP	Multicast VLAN Registration (MVR) route processor
MWAM	Multiprocessor WAN Application Module (MWAM)
MWAM_FILESYSTEM	Multiprocessor WAN Application Module (MWAM) crashinfo and bootflash file system
MWAM_FLASH	Multiprocessor WAN Application Module (MWAM) flash memory
MWAM_FUR	Multiprocessor WAN Application Module (MWAM) FUR
MWAM_NVRAM	Multiprocessor WAN Application Module (MWAM) NVRAM
MWAM_VRTC	Multiprocessor WAN Application Module (MWAM) VTRC
MWR1900_QOS_GENERAL	MWR1900 Quality of Service (QoS)
MWR1900_CFG_GENERAL	MWR1900 PXF queuing configuration
MWR1900_REDUNDANCY	MWR1900 redundancy
MXT_FREEDM	8PRI/4T board
NATMIB_HELPER	NAT MIB helper
NBAR	Network-based application recognition (NBAR)
NETFLOW_AGGREGATION	NetFlow aggregation
NETGX_CRYPTO	NETGX CRYPTO hardware accelerator module for IPsec
NET_SERV	Networking Services
NETWORK_CLOCK_SYNCHRONIZATION	Network clock synchronization
NETWORK_PORT_SATELLITE	Network port satellite
NETWORK_RF_API	Network redundancy feature API
NEVADA	CMCC CIP interrupt controller
NHRP	Next Hop Resolution Protocol (NHRP)
NIM	Network interface module
NM_8_16AM_V2_MODULE	NM-8/16AM-V2 module
NP	NextPort (NP)
NP_BS	NextPort (NP) Bootstrap and Crash Monitor
NP_CLIENT	NextPort (NP) client
NP_DDSDM	NextPort (NP) Digital Data Services Manager

Table 1 Facility Codes (continued)

Code	Facility
NP_DSPLIB	NextPort (NP) DSPLIB
NP_EST	NextPort (NP) error, status, and trace
NP_MD	NextPort (NP) modem driver
NP_MM	NextPort (NP) module manager
NP_SIGLIB	NextPort (NP) signaling library
NP_SPE_DS	NextPort (NP) Dial Shelf Service Processing Element (SPE) Manager
NP_SSM	NextPort (NP) Session and Service Manager
NP_UCODE	NextPort (NP) microcode
NP_VPD	NextPort (NP) Voice Packet Driver
NP_VSM	NextPort (NP) Voice Service Manager
NRP	Network Routing Processor (NRP)
NRP2	Network Route Processor, type 2
NRP2_NVMANAGE	Network Route Processor, type 2 NVRAM management
NRP2_SE64	SE64 upper and lower layer device driver
NRP2EHSA	NRP2 EHSA
NSE	Network services engine
NSE100	Network services engine NSE100
NSP	Network Switch Processor (NSP)
NSP_APS	Cisco 6400 node switch processor (NSP)
NSP_DISK	NSP disk
NSP_OIR	Cisco 6400 online insertion and removal (OIR)
NSPINT	Network switch processor (NSP) interrupt infrastructure
NTP	Network Time Protocol (NTP)
OBFL	Onboard Failure Logging
OCE	Output chain elements
ODM	Online diagnostics manager
OER_BR	Optimized Edge Routing (OER) border router
OER_MC	Optimized Edge Routing (OER) master controller
OER_TT_FLOW	Optimized Edge Routing (OER) top talkers flow border router
OIR	Online insertion and removal (OIR)
OLM	Optical Link Management
ON_DIAG	Online diagnostics subsystem
ONLINE	SCP (Switch-module Configuration Protocol) download processor
ONS15530	Cisco ONS 15530 trunk card
OOBP	Out-of-band port (OOBP)
OPTICAL_MONITOR	Optical monitoring

Table 1 Facility Codes (continued)

Code	Facility
OSM_MULTILINK	Optical Services Module (OSM) distributed multilink
OSPF	Open Shortest Path First (OSPF)
OSPFv3	Open Shortest Path First version 3
P2IPC	Fast IPC event
P2IPC_TRACE	Fast IPC trace
PA	Port adapter
PACC	Cisco 7300 port adapter carrier card (PACC)
PACC_IPC	Port Adapter Carrier Card (PACC) interprocess communication (IPC)
PACKET	Packet
PAD	X.25 packet assembler/disassembler
PAGP_DUAL_ACTIVE	Port aggregation protocol (PAgP)
PAMMBOX	Platform-independent PAM mailbox serial interface
PARSE_RC	Parser return code
PARSER	Parser
PBI_OPEN	Programmable Binary File (PBI) Data Processing
PBR	Policy Based Routing
PCI_FE	PCI Fast Ethernet
PCMCIAFS	PCMCIA disk
PCPA	Parallel Channel Port Adapter
PDSN_CLUSTER	PDSN cluster controller or PDSN cluster member
PERUSER	PPP per-user configuration
PF	Protocol filtering
PFINIT	Platform initialization
PF_OBFL	Platform onboard failure logging
PFREDUN	Policy Feature Card Redundancy
PGM	Pragmatic General Multicast (PGM)
PGMHOST	Pragmatic General Multicast (PGM) host module
PHY	Physical layer
PIF	RSC PIF
PIM	Protocol Independent Multicast
PIMP	Process interrupt mask profiler
PIMSN	Protocol Independent Multicast Snooping
PIM_PROT	Protocol Independent Multicast
PIM_REG_TUN	PIM register tunnel
PIMSN	PIM snooping
PINNACLE	Pinnacle ASIC

Table 1 Facility Codes (continued)

Code	Facility
PKI	PKI feature
PLAT_MP	Platform MP support
PLATFORM	Platform-specific
PLATFORM_IMAGE_PREFIX	Multilayer Switch Feature Card (MSFC)
PM	Port Manager
PM3387	One-port Gigabit Ethernet HWIC-1GE-SFP
PM_DB_HA	Port management database high-availability client
PMIP	WLAN Proxy Mobile IP Subsystem
PM_MODEM_HIST	Modem history and tracing
PM_MODEM_MAINT	Modem maintenance
PM_SCP	Port manager Switch-Module Configuration Protocol
PMSN	Port State Machine
PNNI	Private Network-Network Interface
POLICY_API	Policy API
POLICY_MANAGER	Policy Manager
PORT	Port Management
PORT_SECURITY	Port security
POS	Packet over SONET subsystem
POS_GIGE	Packet over SONET Gigabit Ethernet
POSDW	Packet over SONET double-wide PCI port adapter driver
POS LC	Packet over SONET line card
POT1E1	Versatile Interface Processor (VIP) multichannel port adapter
POTS	Plain old telephone service (POTS)
PPP	Point-to-Point Protocol (PPP)
PQ3_TSEC	PQ3 TSEC
PQII	MPC860 quad integrated communications controller
PQUICC	MPC860 quad integrated communications controller
PQUICC_ASYNC	Asynchronous MPC860 quad integrated communications controller
PQUICC_ASYNC_NOMEM	Integrated Port Module Asynchronous Driver
PQUICC_ETHER	Ethernet MPC860 quad integrated communications controller
PQUICC_ETHERNET	Ethernet MPC860 quad integrated communications controller
PQUICC_FE	Fast Ethernet MPC860 quad integrated communications controller
PQUICC_SERIAL	Serial MPC860 quad integrated communications controller
PQUICC3	MPC8500 PowerQUICC3

**Table 1**      *Facility Codes (continued)*

<b>Code</b>	<b>Facility</b>
PRBS	Pseudo-random bit sequence
PROCYON	CPU daughter card for the Supervisor Engine 720
PS	Power supply
PTRANSFORM	Protocol transformation
PT	Protocol Translation
PV	Private VLAN
PVDM2	PVDM2 SIMM
PW_WATCHER	Portware Watcher
PXF	Parallel eXpress Forwarding (PXF)
PXF_ACL	Parallel eXpress Forwarding (PXF) ACL-specific
PXF_API	Parallel eXpress Forwarding (PXF) API-related
PXF_DMA	Parallel eXpress Forwarding (PXF) DMA subsystem
PXF_FIB	Parallel eXpress Forwarding (PXF) FIB select-specific
PXF_FLOW	Parallel eXpress Forwarding (PXF) Netflow-related
PXF_GEC	PXF EtherChannel
PXF_GRE	Parallel eXpress Forwarding (PXF) GRE tunnel-related
PXF_NAT	Parallel eXpress Forwarding (PXF) Network Address Translation (NAT)-related
PXF_QOS	Parallel eXpress Forwarding (PXF) Quality of Service (QoS)-related
PXF_VRFS	Parallel eXpress Forwarding (PXF) VRF selection-specific
QA	Queue and accumulator
QEM	QEM driver
QLLC	Qualified Logical Link Control
QM	Quality of service management
QNQ	Q-in-Q
QOS	Quality of Service
QOSMGR	Quality of Service (QoS) manager
QUICC	MC68360 quad integrated communications controller
QUICC_ASYNC	Asynchronous MC68360 quad integrated communications controller
QUICC_ETHER	Ethernet MC68360 quad integrated communications controller
QUICC_SERIAL	Serial MC68360 quad integrated communications controller
R4K_MP	Central processing unit
RAC	Ring Access Controller
RADIO	Radio driver
RADIO_DRIVER	Radio driver
RADIUS	RADIUS

Table 1 Facility Codes (continued)

Code	Facility
RADIX	Radix
RADSRV	Embedded RADIUS server
RAIKO	RAIKO-based feature board
RANDOM	Random number generator
RASP16	Interface Multiplexer ASIC
RBCP	Router Blade Control Protocol
RCMD	Remote command
RE	RE subsystem
RECONCILIATION_HA	Reconciliation high availability
RED	Redundancy-related
RED_MODE	High-availability redundancy mode
RED_REMOTE	Redundancy remote
REDUNDANCY	High Availability redundancy
REDUNDANCY_UTILS	High Availability redundancy utilities
Regen	Cisco optical regenerator
Regen_MAINBOARD_ASYNC_PQUICC	Asynchronous MPC860 quad integrated communications controller for the Cisco optical regenerator
REGISTRY	Registry
RESOURCE_MGR	Resource manager
RESOURCE_MON	Resource monitor subsystem
RESYNCH	Route Processor Module (RPM) resynchronization process
RF	Redundancy facility
RF_INTERDEV	Redundancy facility (RF) interdevice
RF_ISSU	Redundancy facility (RF) In Service Software Upgrade
RFS	Remote file system
RIM	Redundant Interface Manager (RIM)
RIP	IP Routing Information Protocol (RIP)
RITE	IP traffic export
RLM	Redundant Link Manager (RLM)
RM	Resource Manager
RMON	Remote Monitoring Protocol
ROUTEMAP	Route map
ROUTEMAP_IPC	Route map interprocess communication (IPC)
RPA	Resource Pool Allocation (RPA)
RPC	Remote Procedure Call (RPC)
RPF	Multicast RPF

Table 1 Facility Codes (continued)

Code	Facility
RPM	Route Processor Module (RPM)
RPB_BKCD	RPM back card
RPM_BULK	RPM-specific bulk file
RPM_CONFIG_COPY	RPM config copy feature
RPM_CONN_MGMT	RPM Connection Management-related
RP_MLP	Distributed Point-to-Point Protocol (PPP) Multilink
RPM_RED	RPM redundancy
RPM_TRAP_CLIENT	RPM trap client
RPM_VIRTUAL	Route Processor Module (RPM) virtual port
RPM_VIRTUAL_PORT	RPM virtual port
RPMXF	Route Processor Module, express forwarding (RPM-XF) card level
RPMXF_DMLP	Route Processor Module, express forwarding DMLP configuration
RPMXF_QOS_GENERAL	Route Processor Module, express forwarding (RPM-XF) Quality of Service (QoS)
RPMXF_QUEUE_CFG_GENERAL	Route Processor Module, express forwarding (RPM-XF) queuing configuration
RPMXF_QUEUE_CFG_STR	Route Processor Module, express forwarding (RPM-XF) queuing configuration
RPMXF_TOASTER	Route Processor Module, express forwarding (RPM-XF) Toaster
RPMXFEVENTMGR	Route Processor Module, express forwarding (RPM-XF) event manager subsystem
RPS	Redundant power system
RS_TDM	Router shelf time-division multiplexing
RRR_PCALC	Routing with Resource Reservation (RRR) path calculation
RSC	Route Switch Controller (RSC)
RSC_CF	Compact flash error
RSC_FPFE_IOSDIAGS	RSC front panel Fast Ethernet IOS diagnostics
RSC_MBUS	MBus on RSC
RSC_PIF_IOSDIAGS	Cisco IOS diagnostic test
RSCMSM	Resource Measurement
RSCPB	RSC push button
RSP	Route Switch Processor
RSP_ISSU	Cisco 7500 In Service Software Upgrade system
RSRB	Remote source-route bridging
RSVP	RSVP protocol
RSVP_HA	RSVP protocol high availability

Table 1 Facility Codes (continued)

Code	Facility
RTT	Round-trip time monitor
RUDP	Reliable User Datagram Protocol
RUNCFGSYNC	Auto-Running Configuration Synchronization
RVTCVT_INFO	RVT/CVT Runtime Informational messages
RW_TOO_LONG	Windstar MPLS rewrite
S4T68360	Four-port synchronous serial adapter based on the 68360 processor
SASL	Simple Authentication and Security Layer
SARMGR	Segmentation and reassembly (SARMGR)
SATVS	Satellite Switch Virtual Switch (VS)
SBETH	MAC controller (SBETH)
SBFIFO	Packet first-in, first-out (FIFO) MAC controller
SCCP	Signaling connection control part
SCHED	Scheduler
SCP	Downstream physical unit (DSPU)
SDEE	SDEE subsystem
SDLC	Synchronous Data Link Control
SDLLC	Synchronous Data Logical Link Control (SDLLC) Logical Link Control Type 2 (LLC2) translation
SDP	Session Description Protocol
SDLC	GSHDSL
SDM	Security Device Manager
SDSPFARM	SDSP FARM register and unregister
SEC	IP security
SEC_LOGIN	Secure login
SENSOR	Voltage and temperature sensor
SERIAL	WS SERIAL line card
SERVER_CLOCK_SYNC	Clock synchronization service
SERVICE_MODULE	Service module
SERVICEMODULE	Service module monitor
SFF8472	Floating-point subsystem (SFF8472)
SFP	SFP
SFP_SECURITY	SFP Security
SGBP	Stack Group Bidding Protocol
SGCP	Simple Gateway Control Protocol (SGCP)
SGCP_APP	Simple Gateway Control Protocol (SGCP) application-related
SGPRSWARNING	SGPRS warning

Table 1 Facility Codes (continued)

Code	Facility
SHELF	Router shelf
SHMWIN	Shared memory
SIBYTE	SiByte processor complex
SIGSM	Signaling Service Manager
SIP	Session Initiation Protocol
SIP200	SPA Interface Processor 200
SIP400	SPA Interface Processor 400
SIP600	SPA Interface Processor 600
SIP600_PARSING_ENGINE	SIP-600 parsing engine
SIP600_QOS	SIP-600 QoS
SIPSPA	Shared Port Adapter on GSR line card
SKINNYSECURE_SERVER	Skinny secure server
SKINNYSECURE_SERVICE	Skinny secure service
SKINNYSERVER	Skinny server
SLB	Server load balancing
SLB_DFP	Server Load Balancing Dynamic Feedback Protocol agent
SLICE_TOASTER	Slice
SLIP	Serial Line Internet Protocol
SLOT	AS5850 slot state machine and OIR-related events
SLOT_FPD	Common line card FPD
SLOT_HM	RSC slot health monitor
SLOTDUMP	Slot dump
SM	State machine (SM)
SMC	Services Management Channel
SMF	Software MAC Filter
SMIC	2FE2W, 1FE2W, 1FE1R2W, 2W network module-related
SMRP	Simple Multicast Routing Protocol
SMSC_RP	Short message service center route processor
SNAPSHOT	Snapshot dial-on-demand routing
SNASW	Systems Network Architecture (SNA) Switching Services
SNMP	Simple Network Management Protocol (SNMP)
SNMP_BULKSTAT	SNMP bulk-data collection
SNMP_MGR	Simple Network Management Protocol (SNMP) proxy

Table 1 Facility Codes (continued)

Code	Facility
SOI	Simple Network Management Protocol (SNMP) over interprocess communication (IPC)
SONET	Synchronous Optical Network
SONETMIB	Synchronous Optical Network Management Information Base
SONICT	SONIC Ethernet driver
SPA	Shared Port Adapter (SPA)
SPA_CCB	SPA CCB command
SPA_CHOC_DSX	Common Channelized Shared Port Adapter
SPA_CHOCX	Common Channelized Shared Port Adapter
SPA_CHOCX_CWRP	Common Channelized Shared Port Adapter
SPA_CONSOLE	Shared Port Adapter (SPA) virtual console
SPA_CT3	CT3 Shared Port Adapter
SPA_DATABUS	SPA data bus interface
SPA_EEPROM	Shared Port Adapter (SPA) EEPROM
SPA_ETHER	Ethernet Shared Port Adapter
SPA_FPD	Shared Port Adapter (SPA) field-programmable device (FPD)
SPA_HA	SPA High Availability
SPA_IPSEC	IPsec SPA Card (SPA-IPSEC)
SPA_MIB	SPA MIB
SPA_OIR	Shared Port Adapter (SPA) online insertion and removal (OIR)
SPA_PLIM	Shared Port Adapter (SPA) physical layer interface module
SPA_PLUGIN	Shared Port Adapter (SPA) plugin
SPA_PMB	SPA specific power management bus
SPA_T3E3	Shared Port Adapter (SPA) T3E3
SPACP	SPA CP
SPAN	Spanning Tree Protocol
SPANTREE	Spanning Tree
SPANTREE_FAST	Spanning Tree Fast Convergence
SPANTREE_VLAN_SW	Spanning Tree VLAN switch
SPARC	3800 SPARC coprocessor subsystem
SPE	Service Processing Element (SPE)
SRC	Switch Redundancy Controller
SRCP_APP	Simple Resource Coordination Protocol (SRCP) application
SRP	Spatial Reuse Protocol (SRP)
SRPMIB	Spatial Reuse Protocol (SRP) MIB
SSA	Super Santa Ana ASIC

Table 1 Facility Codes (continued)

Code	Facility
SSE	Silicon switching engine
SSG	Service Selection Gateway
SSH	Secure Shell (SSH) Protocol
SSI	SSI event
SSLVPN	SSL-based VPN
SSP	State Synchronization Protocol Manager
SSRP	SONET/SDH based SRP Double Wide PCI port adapter driver
SSSMGR	Subscriber Service Switching (SSS) Manager
STACKMGR	Stack manager controller
STAPL_OPEN	Standard Test And Programming Language (STAPL) Processing
STANDBY	Hot Standby Router Protocol (HSRP)
STORM_CONTROL	Storm control
STRING	String database
STUN	Serial tunneling
SUBSYS	Software subsystems
SUPERVISOR	Supervisor
SUPQ	Supervisor queue
SUPW_PROCMIB	Supervisor MIB
SVCLC	Service line card (SVCLC) firewall SP
SW56	Switch 56K
SW_DAI	Dynamic ARP Inspection
SWEPA	Software encryption port adapter and key management
SWITCH	Switch interface
SWITCH_IF	Switch interface subsystem
SWITCHOVER	Line card switchover-related
SWITCH_QOS_TB	Quality of Service trusted boundary
SW_MGR	Segment switch manager
SW_VLAN	Virtual LAN (VLAN) manager
SYS	Operating system
SYSCTLR	System controller subsystem
SYSLOGD	System logging
SYSLOG_SERVER	Syslog-server file system routines
YSMGR	System Manager
YSMGR_PLATFORM	Cisco Catalyst 6500 system manager process
YSMGT_RPC	System management
SYSTEM_BUS_ASIC	System Bus Translator ASIC

Table 1 Facility Codes (continued)

Code	Facility
SYSTEM_CONTROLLER	System controller
SYSTEM_HM	System health monitor
T1E1SUNI	PAM port driver
TAC	Terminal Access Controller Access Control System
TAGCON	Tag distribution and control
TAGCOS	Tag switching class of service
TAR_FS	Tar file system
TBRIDGE	Transparent bridging
TCAM_MGR	TCAM manager
TCAMMGR	TCAM manager
TCATM	ATM tag control
TCMIPC	Toaster-RP IPC-related
TCMSP	Call control for telephony-style hardware interfaces
TCP	Transmission Control Protocol
TDM	Time-division multiplexing (TDM)
TDM_CLOCK_SYNCHRONIZATION	Time-division multiplexing (TDM) frame clock
TDM_CONN	TDM connections
TDP	Tag Distribution Protocol
TENGIGE_LC	10-Gigabit Ethernet line card
TESTPA	TestPA port adapter
TFIB	Tag Forwarding Information Base
TI1570	PCI/TI1570-based ATM port adapter
TIB	Tag Information Base
TID_HA	Table ID High Availability (HA)
TIDP	Threat Information Distribution Protocol
TIGER	Error-correcting code (ECC) and parity-related
TINY_FRAG_POLICER	Tiny frag policer
TLV	EEPROM
TMS	Threat Management Service
TMQ	Inbound terminal port queuing
TN	Telnet
TN3270	TN3270 protocol
TOASTER_CP	Toaster-based coprocessor assist
TOASTER_IPC	Toaster interprocess communication
TOPN_COUNTERS	Switch TopN report counters

**Table 1** Facility Codes (continued)

<b>Code</b>	<b>Facility</b>
TPLUS	TACACS Protocol
TR	Token Ring
TRANSCEIVER	Transceiver module
TRINITY	Trinity System
TRUNK	E1/T1 trunk card
TRUNK_CLOCK	AS5400 clocking
TRUNK_DFC	Trunk dial feature card
TRUNK_SERIAL	Trunk serial device
TSP	Tag-switched path (TSP)
TTFIB_NP_CLIENT	Toaster Tag FIB (TTFIB) NP client
TTY	Tty-related for all platforms
TTYDRIVER	Router shelf asynchronous driver
TUN	Tunnel
TUNSS	Tunnel security
TURBORSC	Platform-specific RSC
TWOBT	WS 2BT protocol driver
TWO_GIGE	Two Gigabit Ethernet subsystem
TXCONN	Cisco Transaction Connection (CTRC)
UBL	Universal Boot Loader
UBR7200	Cable modem termination system
UBR900	Cisco uBR900 Series Cable Access Routers
UCODE	Microcode
UDLD	UniDirectional Link Detection (UDLD) protocol
UNICAST_FLOOD	Unicast flooding
UNIX	UNIX
UNIXRP	UNIX RP
UPS	Uninterruptible power supply
URLF	URL filtering subsystem
USBFLASH	USB flash device
USB_HOST_STACK	USB host stack
USB_TOKEN	USB security token
USB_TOKEN_FILESYS	USB Token File System
UTIL	Utility
VACL	VLAN ACL
VALENCIA	Valencia ASIC on Services SPA Carrier Card (SSC-600)
VFC	Voice over IP (VoIP)

Table 1 Facility Codes (continued)

Code	Facility
VINES	Banyan VINES
VIP	Versatile Interface Processor
VIP_MDR	Versatile Interface Processor Minimum Disruption Restart system
VIPMLP	Multilink PPP
VOA	Hamptons variable optical attenuator (VOA) card
VOICE_ELOG	Voice event logger
VOICE_FSM	MC3810 voice FSM subsystem
VOICE_IEC	Voice internal error code (IEC)
VOICE_RC	MC3810 voice resource subsystem
VOICE_UTIL	Voice call control utilities
VOIPAAA	VoIP AAA
VOIPFIB	VoIP FIB
VOLANT	Content engine NM
VPA	Voice port adapter
VPD	ATM CES (Voice Processor Deck) driver
VPDN	Virtual Private Dialup Networking
VPLS_NP_CLIENT	Virtual Private LAN Service NP client
VPN_HW	VPN hardware accelerator
VPNSM	VPN Services Module
VPNSMIOS	VPNSM crypto connection
VPNSMIOSSP	VPNSM crypto connection SP
VRM	Voice Resource Management
VRRP	Virtual Router Redundancy Protocol
VSAT	Satellite Module
VSEC	VLAN security violation
VS_GENERIC	Virtual switch
VSL	Virtual switch link
VSI_M	Virtual switch interface (VSI) master
VSL_BRINGUP	Virtual switch link bringup
VSLP	Virtual Switch Link Protocol
VS_MOD	Virtual switch module provisioning
VS_PARSE	Virtual switch
VS_QOS_ACL	Virtual switch QoS ACL
VSTATS	Voice statistics push data
VTSP	Voice telephony security parameter index (SPI)
WA_ENGINE	WA engine network module

**Table 1** Facility Codes (continued)

Code	Facility
WARMUPGRADE	Warm upgrade feature
WCCP	Web Cache Communication Protocol (WCCP)
WIC_AM	WIC-AM modem initialization
WiSM	WiFi services module
WLAN_CONTROLLER	WLAN controller network module
WLCCP_WDS	Wireless LAN Context Control Protocol (WLCCP) for WDS
WS_ALARM	Windstar alarm
WSHTF	HT_FPGA data plane driver
WSIPC	Windstar IPC
X25	X.25
XCCTSP_VOICE	External Call Control Telephony Service Provider
XCPA	Mainframe Channel Port Adapter
XCVR	Transponder
XDR	eXternal Data Representation
XDSLWIC	Cisco 2600 series and 3600 series xDSL drivers
XTAGATM	Extended Tag ATM (XTagATM)
Y88E8K	Yukon 88E8000 E/FE/GE controller
ZAM	Zenith Alarm Management

**Table 2** System Message Severity Levels

Level	Description
0 – emergency	System unusable
1 – alert	Immediate action needed
2 – critical	Critical condition
3 – error	Error condition
4 – warning	Warning condition
5 – notification	Normal but significant condition
6 – informational	Informational message only
7 – debugging	Appears during debugging only

System message severity levels correspond to the keywords assigned by the **logging console** and **logging monitor** global configuration commands that define where and at what level these messages appear. In general, the default is to log messages from level 0 (emergencies) to level 7 (debugging). However, the default level varies by platform. For more information, see the system configuration chapter and descriptions of the **logging console** and **logging monitor** commands in the appropriate Cisco IOS configuration guide and command reference publications.

**Table 3**      *Representation of Variable Fields in Messages*

<b>Representation</b>	<b>Type of Information</b>
[atalk_address]	AppleTalk address
[atalk_net]	AppleTalk network, either 600 or 600-601
[char]	Single character
[chars]	Character string
[dec]	Decimal number
[enet]	Ethernet address (for example, 0000.FEED.00C0)
[hex]	Hexadecimal number
[hex_addr]	Hexadecimal address
[inet]	Internet address (for example, 10.0.2.16)
[int]	Integer
[ipv6_addr]	IP version 6 (IPv6) address
[node]	Address or node name
[p]	IPv6 address
[sci_notation]	Scientific notation
[t-line]	Terminal line number in octal (or decimal if the decimal-TTY service is enabled)
[v-name]	VINES name; or service number (hex or decimal)

## System Message Example

The following is an example of a system error message:

`%LINK-2-BADVCALL: Interface [chars], undefined entry point`

- LINK is the facility code.
- 2 is the severity level.
- BADVCALL is the mnemonic code.
- “Interface [chars], undefined entry point” is the message text.

Some messages also indicate where the system condition occurred. These messages are structured as follows:

`%FACILITY-SOURCE-SEVERITY-MNEMONIC: Message-text`

SOURCE indicates the location of the condition. Examples of SOURCE are SP, which indicates that the condition occurred in the switch processor, or DFC5, which indicates that the condition occurred in the Distributed Forwarding Card on the module in slot 5.



# Using the Error Message Decoder to Search for System Messages

The Error Message Decoder (EMD) is a tool that will help you to research and resolve error messages for Cisco software. The EMD helps you to understand the meaning of the error messages that display on the console of Cisco routers, switches, and firewalls.

To use the EMD, copy the message that appears on the console or in the system log, paste it into the window, and press the **Submit** button. You will automatically receive an Explanation, Recommended Action, and, if available, any related documentation for that message.

The EMD is located here:

<http://www.cisco.com/cgi-bin/Support/Errordecoder/index.cgi?locale=en>

## Searching for System Messages in Online Documentation

To search for messages in online documentation, use the search function of your browser by copying and pasting the message that appears on the console or in the system log.

Some messages that appear on the console or in the system log indicate where the system condition occurred. These messages are structured as follows:

%FACILITY-SOURCE-SEVERITY-MNEMONIC: Message-text

SOURCE indicates the location of the condition. Examples of SOURCE are SP, which indicates that the condition occurred in the switch processor, or DFC5, which indicates that the condition occurred in the Distributed Forwarding Card on the module in slot 5.

If you search for the explanation and recommended action of a message that contains a SOURCE, remove the SOURCE from the text first, and then search for the message in the documentation.

For example, instead of searching the documentation for the message C6KPWR-SP-4-DISABLED, remove the SOURCE identifier and search for the message C6KPWR-4-DISABLED.

## Related Documentation

The following publications are available for the Catalyst 6500 series switches:

- *Catalyst 6500 Series Switch Module Installation Guide*
- *Catalyst 6500 Series Switch Cisco IOS Command Reference*
- Cisco IOS Configuration Guides and Command References

For information about MIBs, refer to:

<http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>

For Cisco IOS system messages not contained in this publication, refer to the following Cisco IOS documentation:

- *Cisco IOS and IOS-XE System Message Guide:*

[http://www.cisco.com/en/US/docs/ios/system/messages/guide/consol\\_smg.html](http://www.cisco.com/en/US/docs/ios/system/messages/guide/consol_smg.html)

## Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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## Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.



## System Messages

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This section lists messages alphabetically by facility and mnemonic.

### AAA Messages

This section contains authentication, authorization, and accounting messages.

#### AAA-2

**Error Message** %AAA-2-FORKFAIL: Cannot fork process %s

**Explanation** Attempted to fork a process and failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-2-FORKFAIL: Cannot fork process %s

**Explanation** Attempted to fork a process and failed. The reason could be either hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying



information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-2-UNAVAILABLE: %s(%08X): Acct db for Id %08X absent

**Explanation** AAA internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AAA-3

**Error Message** %AAA-3-ACCT\_IOMEM\_LOW: AAA ACCT process suspended : low I/O memory

**Explanation** AAA ACCT process has been suspended due to insufficient IO memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-ATTRFORMATERR: Attribute with unknown format %d

**Explanation** An attribute was found with an invalid format

**Recommended Action** Attribute with unknown format in definition, call your technical support representative

**Error Message** %AAA-3-ATTRFORMATERR: Attribute with unknown format %d

**Explanation** An attribute was found with an invalid format.

**Recommended Action** Attribute with unknown format in definition. Enable AAA debug and try to replicate the steps to get the message. If the message appears again, Check bug toolkit on Cisco website for the issue. If you didn't find one, Enter **Show tech-support** command, Collect all the information and error message and report it to your technical support representative.

**Error Message** %AAA-3-BADCURSORS: invalid cursor index %d max %d service %s protocol %s

**Explanation** An AAA client has provided an invalid attribute cursor to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-BADLIST: invalid list AAA ID %u

**Explanation** An AAA client has provided an invalid attribute list to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-BADMAGIC: Data structure failed magic number sanity check

**Explanation** A corrupted data structure has been found which was stored internally

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-BADMAGIC: Data structure failed magic number sanity check

**Explanation** A corrupted data structure has been found which was stored internally.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-BADMETHOD: Cannot process %s method %u

**Explanation** A method list function encountered a method list that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-BADMETHODERROR: Cannot process %s method %s

**Explanation** A method list function encountered a method type that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-BUFFER\_OVERFLOW: Radius I/O buffer has overflowed

**Explanation** An unusually large number of RADIUS attributes has caused AAA to overflow its RADIUS I/O buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-DROPACCTFAIL: Accounting record dropped, send to server failed: %s

**Explanation** An attempt to send an accounting record to a server failed.

**Recommended Action** Check that the server (TACACS+ or RADIUS) is operational. Next, check the NAS is configured properly. Finally, check that the NAS can communicate with the server

**Error Message** %AAA-3-DROPACCTFAIL: Accounting record dropped, send to server failed: %s

**Explanation** An attempt to send an accounting record to a server failed. This happens when device exhaust all its retries and retransmission. The cause for this be the servers may not be operational or the NAS is not configured properly.

**Recommended Action** Check the server , whether they are operational or not. Next check whether the device is configured properly. Refer to the server configuration section of the cisco IOS documentation. Finally, check that the NAS can communicate with the server. If the problem persist, Enter **show running-config** command, contact your cisco technical support representative and provide all the information gathered to the representative.

**Error Message** %AAA-3-INVALIDPARG: invalid parameter was used when accessing AAA function

**Explanation** A AAA client tried to use a AAA function with an invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-IPILLEGALMSG: Invalid use of ip\_pid(%u)

**Explanation** This error means a process sent an illegal message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-IPILLEGALMSG: Invalid use of ip\_pid(%u)

**Explanation** This message means a process sent an illegal message to IP which IP has not subscribed for

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-ISDNINTF: %s %s: Can not apply configuration to ISDN channel:  
%s

**Explanation** Configuration can not be applied to individual ISDN channels.

**Recommended Action** You need virtual-profiles and virtual-access interfaces to apply configuration to ISDN. Refer to the section on Configuring virtual profile by AAA Configuration in the Cisco IOS Dial Technologies Configuration Guide.

**Error Message** %AAA-3-MLIST\_TOO\_MANY\_METHODS: method list '%s'

**Explanation** This is an internal software error. An AAA client attempted to add too many methods to a method list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-NULLCURSOR: Null cursor

**Explanation** An AAA client has provided a non-existent attribute cursor to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-NULLVRF: Null vrf entry

**Explanation** None method authentication is not allowed in CLI

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-PARSEERR: Error(%d) parser is unable to parse %s per-user command

**Explanation** All attempts to parse this per\_user unconfigure command failed.

**Recommended Action** The given unconfigure command was not unconfigured. Report it to your technical support representative.

**Error Message** %AAA-3-PARSEERR: Error(%d) parser is unable to parse %s per-user command

**Explanation** All attempts to parse this per\_user unconfigure command failed. The unconfigure command is called when an error occurs while configuring per-user commands, to revert back. The unconfiguration may fail due to parser or AAA error.

**Recommended Action** The given unconfigure command was not executed. Switch on the debug peruser command and repeat the steps that caused the error. If you get the error, Report it to your technical support representative.

**Error Message** %AAA-3-SG\_DEADTIME\_FORKFAIL: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** If this message recurs. Check bug toolkit on Cisco website for the issue. If you didn't find one, Enter **Show tech-support** command, collect all the information and error message and report it to your technical support representative.

**Error Message** %AAA-3-SG\_INTERNAL\_ERROR: server group '%s': %s

**Explanation** This is an internal software error in the AAA server group subsystem.

**Recommended Action** This is an internal software error. Check bug toolkit on Cisco website for the issue. If you didn't find one, Enter **Show tech-support** command, collect all the information and error message, report it to your technical support representative.

**Error Message** %AAA-3-SG\_TESTPROC\_FORKFAIL: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** If this message recurs. Check bug toolkit on Cisco website for the issue. If you didn't find one, Enter **Show tech-support** command, Collect all the information and error message and report it to your technical support representative.

**Error Message** %AAA-3-UNAVAILABLE: %s %s: Can not apply configuration to ISDN channel: %s

**Explanation** Configuration can not be applied to individual ISDN channels.

**Recommended Action** You need virtual-profiles and virtual-access interfaces to apply configuration to ISDN. Refer to the section on Configuring virtual profiles by AAA Configuration in the Cisco IOS Dial Technologies Configuration Guide.

**Error Message** %AAA-3-UNAVAILABLE: %s :Peruser Could not sort the %s attributes

**Explanation** Sorting of the attributes received from AAA server failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: AAA ACCT process suspended : low I/O memory

**Explanation** AAA ACCT process has been suspended due to insufficient IO memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: AAA ID %u

**Explanation** Resource failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: AAA unable to create UID for incoming calls due to insufficient processor memory

**Explanation** Stop creating the AAA UID, due to LOW processor memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: AAA unable to handle accounting requests due to insufficient memory. So, we trash all queued accounting requests, which may worry customer. Please upgrade your memory or plan to get more free memory by optimizing your configuration.

**Explanation** Dropping the accounting request as there is not enough processor memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Accounting record dropped, send to server failed: %s

**Explanation** An attempt to send an accounting record to a server failed.

**Recommended Action** Check that the server (TACACS+ or RADIUS) is operational. Next, check the NAS is configured properly. Finally, check that the NAS can communicate with the server

**Error Message** %AAA-3-UNAVAILABLE: Attribute with unknown format %d

**Explanation** An attribute was found with an invalid format

**Recommended Action** Attribute with unknown format in definition, call your technical support representative

**Error Message** %AAA-3-UNAVAILABLE: Authorization method list '%s' is not defined. Please define it.

**Explanation** A given method list was listed in a command without defining it first. The method list should be defined before use.

**Recommended Action** Define the method list before using it.

**Error Message** %AAA-3-UNAVAILABLE: Cannot process %s method %s

**Explanation** A method list function encountered a method type that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Cannot process %s method %u

**Explanation** A method list function encountered a method list that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Cannot process %s server type %s

**Explanation** A method list function encountered a server type that was unknown, or could not be handled. This may be due to a server misconfiguration.

**Recommended Action** Research the cause of the misconfiguration and attempt to correct it, otherwise take the following action. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Data structure failed magic number sanity check

**Explanation** A corrupted data structure has been found which was stored internally

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Error(%d) parser is unable to parse %s per-user command

**Explanation** All attempts to parse this per\_user unconfigure command failed.

**Recommended Action** The given unconfigure command was not unconfigured. Report it to your technical support representative.

**Error Message** %AAA-3-UNAVAILABLE: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

**Error Message** %AAA-3-UNAVAILABLE: Invalid use of ip\_pid(%u)

**Explanation** This message means a process sent an illegal message to IP which IP has not subscribed for

**Recommended Action** If this message recurs, call your technical support representative for assistance.

**Error Message** %AAA-3-UNAVAILABLE: Null cursor

**Explanation** A AAA client has provided a non-existent attribute cursor to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Null vrf entry

**Explanation** A NULL vrf entry found while comparing the AAA VRF attributes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: RADIUS process is unable to handle the requests due to insufficient low I/O memory

**Explanation** RADIUS process unable to handle request due to insufficient IO memory. Hence returning failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Radius I/O buffer has overflowed

**Explanation** An unusually large number of Radius attributes has caused AAA to overflow it's Radius I/O buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Server '%i': %s

**Explanation** This is an internal software error in the AAA server group subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Unknown protocol %u

**Explanation** The AAA subsystem encountered an unknown protocol type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: Unknown service %u

**Explanation** The AAA subsystem encountered an unknown service type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: invalid cursor index %d max %d service %s protocol %s

**Explanation** A AAA client has provided an invalid attribute cursor to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: invalid hdl AAA ID %u, hdl %x, %s

**Explanation** A AAA client has provided an invalid attribute list handle to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: invalid list AAA ID %u

**Explanation** A AAA client has provided an invalid attribute list to AAA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: invalid parameter was used when accessing AAA function

**Explanation** A AAA client tried to use a AAA function with an invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: method list '%s'

**Explanation** This is an internal software error. An AAA client attempted to add too many methods to a method list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: method list '%s': %s

**Explanation** This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA-3-UNAVAILABLE: server group '%s': %s

**Explanation** This is an internal software error in the AAA server group subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AAA-6

**Error Message** %AAA-6-ACCTSESSIDWRAP: Accounting-Session-ID %d exceeded max value allowed

**Explanation** Accounting-Session-ID value exceeded max value allowed

**Recommended Action** This is informational only, not a error.

**Error Message** %AAA-6-ACCTSESSIDWRAP: Accounting-Session-ID %d exceeded max value allowed

**Explanation** Accounting-Session-ID value exceeded max value allowed. Now it is wrapping.

**Recommended Action** This is informational only, not an error.

**Error Message** %AAA-6-UNAVAILABLE: Accounting-Session-ID %d exceeded max value allowed

**Explanation** Accounting-Session-ID value exceeded max value allowed

**Recommended Action** This is informational only, not a error.

**Error Message** %AAA-6-UNAVAILABLE: Enable view requires to be authenticated by non-none methods,Please use the appropriate method with the login authentication

**Explanation** None method authentication is not allowed in CLI

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AAAA Messages

This section contains TACACS+ authentication, authorization, and accounting security messages.

### AAAA-3

**Error Message** %AAAA-3-ACCTATTR: last accounting attribute:

**Explanation** The data buffer overflowed while building the accounting packet.The accounting attribute that was being written to the buffer while the buffer overflow occurred was logged.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-ACCTDUMP: dump of accounting data:

**Explanation** The data buffer overflowed while building the accounting packet as the total length of the attributes exceed the buffer size. Last 128 bytes of buffer data is dumped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-BADAUTHENSTR: Bad authentication data: %s

**Explanation** The data buffer overflowed while building the authentication packet as the total length of the attributes exceeded the buffer size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-BADREG: Illegal registry call.

**Explanation** An internal error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-BADSTR: Bad accounting data: %s

**Explanation** During AAA accounting operations, the internal database of accounting information for a user was found to be corrupt. In all cases, this indicates an internal software error, and that accounting information for a particular user session has been lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-DROPACCTFULLQ: Accounting record dropped due to a full aaa accounting queue: %s-%s %s %s

**Explanation** An accounting record was dropped because there are too many accounting packets enqueued.

**Recommended Action** Disable periodic accounting if it is on. The accounting queue may have grown to be large, which is usually due to a non-responsive AAA server. Use 'show radius statistics' or 'show tacacs' to see if the number of timeouts is increasing or if the response delay is unusually high.

**Error Message** %AAAA-3-INTERNAL\_ERROR: %s

**Explanation** This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-NULUSR: accounting for null user

**Explanation** This message indicates an internal software error. During shutdown of a line or interface, the system tried to send accounting information via AAA, but could not find the user to which the accounting information belonged. The most likely reason for this error is trying to do accounting twice for the same event. This error message can occur without any loss of accounting information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-RELOGIN: sanity check in re-login %s to %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %% AAA: Bad state for %s list name (%d)

**Explanation** A AAA method list is neither default nor named. This is bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %s

**Explanation** Administrative process has been enabled but somehow could not run

**Error Message** %AAAA-3-UNAVAILABLE: %% AAA: No free %s lists for %s

**Explanation** You have reached the maximum number of possible authentication lists for this method.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %% AAA: bad %s list %s

**Explanation** One of the AAA methods does not seem to have a list associated with it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %% AAA: bad argument (%0#4x)

**Explanation** We tried to NVGEN a non-existent AAA command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %% AAA: invalid %s list %d.

**Explanation** One of the AAA methods lists has inconsistent settings

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %s AUTHOR/%s: Internal state is invalid: astruct 0x%x ustruct 0x%x

**Explanation** One of the two mentioned data-structures is not set, but is needed here. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %s

**Explanation** This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %s method %d has no registry!

**Explanation** An internal error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: %s: no method list-name.

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: AAA/ACCT/TIMER: No periodic update but timer set.

**Explanation** We are trying to free a timer, but the update method is not PERIODIC, and so no timer should exist.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: AAA/ACCT/TIMER: Periodic update but no timer.

**Explanation** We are trying to free a timer, and the method is PERIODIC, but no timer seems to exist.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Accounting record dropped due to a full aaa accounting queue: %s-%s %s %s

**Explanation** An accounting record was dropped because there are too many accounting packets enqueued.

**Recommended Action** Disable periodic accounting if it is on. The accounting queue may have grown to be large, which is usually due to a non-responsive AAA server. Use 'show radius statistics' or 'show tacacs' to see if the number of timeouts is increasing or if the response delay is unusually high.

**Error Message** %AAAA-3-UNAVAILABLE: Accounting record dropped due to low memory: %s-%s %s %s

**Explanation** An accounting record dropped due to low memory.

**Recommended Action** Disable periodic accounting if it is on. Try to reduce the load on the router.

**Error Message** %AAAA-3-UNAVAILABLE: Accounting record dropped, send to server failed: %s-%s %s %s

**Explanation** An attempt to send an accounting record to a server failed.

**Recommended Action** Check that the server (TACACS+ or RADIUS) is operational. Next, check the NAS is configured properly. Finally, check that the NAS can communicate with the server

**Error Message** %AAAA-3-UNAVAILABLE: Bad Subtype %d for %s (%d)

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Bad accounting data: %s

**Explanation** During AAA accounting operations, the internal database of accounting information for a user was found to be corrupt. In all cases, this indicates an internal software error, and that accounting information for a particular user session has been lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Bad authentication data: %s

**Error Message** %AAAA-3-UNAVAILABLE: Could not establish port information

**Explanation** This message indicates an internal software error. AAA could not determine a valid port string based on the information provided to it via a client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %AAAA-3-UNAVAILABLE: Duplicate free of server group 0x%x

**Explanation** This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Failed to create periodic accounting timer for user %s. This user may not generate periodic accounting records.

**Explanation** Failed to malloc a timer struct for periodic accounting.

**Recommended Action** Free up some memory and have user re-authenticate.

**Error Message** %AAAA-3-UNAVAILABLE: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Failed to start AAA process. AAA requests may not be processed.

**Explanation** Failed to create the AAA process.

**Recommended Action** Free up some memory.

**Error Message** %AAAA-3-UNAVAILABLE: Failed to start accounting process. Accounting records may not be sent.

**Explanation** Failed to create the accounting process.

**Recommended Action** Free up some memory.

**Error Message** %AAAA-3-UNAVAILABLE: Failed to start periodic accounting process. Periodic accounting records may not be sent.

**Explanation** Failed to create the periodic accounting process.

**Recommended Action** Free up some memory.

**Error Message** %AAAA-3-UNAVAILABLE: Illegal %s %s name %s rejected

**Explanation** A method-list name should not be the same as a method name. Please choose a different name for the method list.

**Recommended Action** Pick a different method-list name, that is not also a method-name.

**Error Message** %AAAA-3-UNAVAILABLE: Illegal registry call.

**Explanation** An internal error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Illegal server-group name %s (type %s).

**Explanation** The given server-group name is a name that could conflict with internally chosen lists.

**Recommended Action** Please pick a different server-group name.

**Error Message** %AAAA-3-UNAVAILABLE: Invalid request to create periodic accounting timer for user %s. Timer already exists.

**Explanation** Invalid client usage of timer struct for periodic accounting.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %AAAA-3-UNAVAILABLE: No name for servergroup in method %s

**Explanation** An internal error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: No server-group passed through parser.

**Explanation** An internal error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Overwrote internal buffer space %s

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: The list %d for %s is NULL. This should never be.

**Explanation** One of the method-lists, created at startup, wasn't created. This may cause a reload

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: Trying config command but should not be.

**Explanation** An internal error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: accounting for null user

**Explanation** This message indicates an internal software error. During shutdown of a line or interface, the system tried to send accounting information via AAA, but could not find the user to which the accounting information belonged. The most likely reason for this error is trying to do accounting twice for the same event. This error message can occur without any loss of accounting information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAAA-3-UNAVAILABLE: accounting record dropped, output record queue full: %s-%s %s %s

**Explanation** An accounting record was dropped. The record could not be enqueued because the number of records in the output queue has exceeded the system limit.

**Recommended Action** Disable periodic accounting if it is on. **[no] aaa accounting update newinfo periodic**

**Error Message** %AAAA-3-UNAVAILABLE: sanity check in re-login %s to %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %AAAA-3-UNAVAILABLE: str\_create overwrote its internal buffer.

**Explanation** An internal buffer, used to assemble a string, was exceeded, thus possibly corrupting other memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AAAA-4

**Error Message** %AAAA-4-UNAVAILABLE: %% AAA: Unsupported option wait-start mapped to start-stop.

**Explanation** wait-start accounting is not supported. It is being mapped to start-stop

**Recommended Action** wait-start accounting is not supported. It is being mapped to start-stop

**Error Message** %AAAA-4-UNAVAILABLE: Bad %s method-list name %s (this is only a warning)

**Explanation** A method-list name should not be the same as a method name. Please choose a different name for the method list.

**Recommended Action** Pick a different method-list name, that is not also a method-name.

**Error Message** %AAAA-4-UNAVAILABLE: Bad server-group name %s (type %s).

**Explanation** The given server-group name either doesn't exist or the given type does not match the defined server-group.

**Recommended Action** Verify that the group exists and has the same type.

**Error Message** %AAAA-4-UNAVAILABLE: Server-group %s is not of type %s.

**Explanation** The given server-group name does not match the specified type

**Recommended Action** Verify that the group exists and has the same type.

**Error Message** %AAAA-4-UNAVAILABLE: The aaa cache process is not created. Please configure aaa cache profile first

**Explanation** Cache was listed in a method-list without defining it first. Cache profile should be defined before use.

**Recommended Action** Define the cache profile before using it.

**Error Message** %AAAA-4-UNAVAILABLE: The server-group %s is not a tacacs+ server group. Please define %s as a tacacs+ server group.

**Explanation** The protocol used by the server-group doesn't support the configured aaa action.

**Recommended Action** Use a tacacs+ server-group.

**Error Message** %AAAA-4-UNAVAILABLE: The server-group %s is not defined. Please define it.

**Explanation** A given server-group was listed in a method-list without defining it first. Server-groups should be defined before use.

**Recommended Action** Define the server-group before using it.

**Error Message** %AAAA-4-UNAVAILABLE: Warning: DNIS group %s is not defined.

**Explanation** The DNIS group was used without defining it first. It should be defined before use.

**Recommended Action** Define the DNIS group before using it.

**Error Message** %AAAA-4-UNAVAILABLE: Warning: Server %i is not defined.

**Explanation** The given server is not on the master-list, and should be defined, or unexpected things might happen.

**Recommended Action** Please define the server on the appropriate master-list as soon as possible.

**Error Message** %AAAA-4-UNAVAILABLE: Warning: Server %i:%d,%d is not part of server group %s.

**Explanation** The server does not belong to the specified server group

**Recommended Action** Please check that the specified server belongs to the server group

**Error Message** %AAAA-6-UNAVAILABLE: %s %s: %s

**Explanation** This administrative message was passed to the NAS from the AAA server

**Recommended Action** No action need be taken, but the message may contain usefull information regarding some event on the server

**Error Message** %AAAA-6-UNAVAILABLE: %s %s: %s

**Explanation** This message was passed to the NAS from the AAA server

**Recommended Action** No action need be taken, but the message may contain usefull information regarding some event on the server

**Error Message** %AAAA-6-UNAVAILABLE: %s

**Explanation** A AAA accounting start message.

**Recommended Action** This information is for information only.

**Error Message** %AAAA-6-UNAVAILABLE: %s

**Explanation** A AAA accounting stop message.

**Recommended Action** This information is for information only.

**Error Message** %AAAA-6-UNAVAILABLE: %s

**Explanation** A AAA accounting watchdog/update message.

**Recommended Action** This information is for information only.

## AAL-5

**Error Message** %AAL5-1-UNAVAILABLE: %s: No buffer available for size %d bytes

**Explanation** There is no memory available for buffer allocation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-1-UNAVAILABLE: %s

**Explanation** There is no memory available for allocation from heap. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the system's memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a configuration that has more memory.

**Error Message** %AAL5-2-UNAVAILABLE: %s

**Explanation** AAL5 datapath has encountered a critical software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-3-UNAVAILABLE: %s

**Explanation** AAL5 datapath has encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-3-UNAVAILABLE: %s

**Explanation** The AAL5 subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-3-UNAVAILABLE: %x, orig %x, port=%s

**Explanation** This message is only seen during AAL5 debug. It is used for debugging AAL5 errors

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-3-UNAVAILABLE: Flow Hdr: (%d) %s

**Explanation** AAL5 datapath has received a large packet it cannot handle or there are no more buffers available. So the packet is dropped. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-3-UNAVAILABLE: Flow Hdr: (%d) %s

**Explanation** AAL5 datapath has received a packet with AAL5 checksum error. So the packet is dropped. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAL5-3-UNAVAILABLE: Input Interface %s: %s

**Explanation** AAL5 datapath has received a packet with invalid encapsulation for packet type (DATA, CNTL,...). The packet is dropped. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AAA\_CACHE Messages

This section contains authentication, authorization, and accounting cache messages.

**Error Message** %AAA\_CACHE-3-NULL\_TREE\_PERIODIC\_PROC: Cache Tree pointer is of null value

**Explanation** The cache tree pointer is of null value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AAA\_CACHE-3-UNAVAILABLE: Cache Tree pointer is of null value

**Explanation** The cache tree pointer is of null value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AC Messages

**Error Message** %AC-3-AC\_PROVISION: %s

**Explanation** An error was encountered during Attachment Circuit [un]provisioning.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-AC\_SUBBLOCK: %s

**Explanation** An error was encountered during Attachment Circuit sub-block creation or removal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-AC\_VECTOR: %s

**Explanation** An error was encountered during Attachment Circuit configuration which caused problems in the setting or restoration of the interface vectors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: %s

**Explanation** An error was encountered during Attachment Circuit [un]provisioning.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: %s

**Explanation** An error was encountered during Attachment Circuit configuration which caused problems in the setting or restoration of the interface vectors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: %s

**Explanation** An error was encountered during Attachment Circuit sub-block creation or removal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Circuit info missing in %s message.

**Explanation** AC Manager received message with missing circuit info

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Corrupted L2SS handle [%x].

**Explanation** An internal L2SS Manager occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Encountered a NULL context in %s

**Explanation** Encountered a NULL context in L2SS Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Received %s

**Explanation** Attachment Circuit Manager receives invalid message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Received invalid %s handle

**Explanation** Attachment Circuit Manager receives invalid handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Received unexpected %s message

**Explanation** L2SS receive unexpected message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AC-3-UNAVAILABLE: Wrong set of keys in %s message

**Explanation** SIP sends a wrong set of keys to L2SS Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ACCESS\_IE Messages

**Error Message** %ACCESS\_IE-3-UNAVAILABLE: Caller passed in invalid handle - traceback to follow.

**Explanation** An invalid handle was encountered in the Access IE library.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ACE Messages

This section contains access control encryption messages.

### ACE-2

**Error Message** %ACE-2-UNAVAILABLE: Crypto engine error: %s (%d)

**Explanation** A crypto engine operation did not complete. This error condition can indicate that the crypto engine cannot bind or unbind an interface to a crypto engine. It can also indicate that the crypto engine cannot query an interface ID.

**Recommended Action** Remove the cryptomap set from the interface by issuing **no crypto map** command. Then reattach the cryptomap set to the interface using **crypto map** command. Although removing and reattaching the crypto map might fix the cryptographic engine operation failure, report the failure to your technical support representative along with the sequence of commands that lead to the failure.

**Error Message** %ACE-2-UNAVAILABLE: Internal %s table error: %s

**Explanation** Internal table operation fails. This means the state of the module is mostly like inconsistent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ACE-3

**Error Message** %ACE-3-INITFAIL: %s: initialization failed (%s)

**Explanation** ACE initialization sequence failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-INVTTID: %s: %s of invalid %s trans id %d

**Explanation** An invalid transaction ID of for the indicated transaction type was encountered

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-NOMORETID: %s: out of %s transactions

**Explanation** Transaction pool for the indicated transaction type was exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: %s NAK trans 0x%x; opcode 0x%x; param 0x%x

**Explanation** An negative acknowledge occurred in the indicated control transaction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: %s of invalid %s trans id %d

**Explanation** An invalid transaction ID of for the indicated transaction type was encountered

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: %s trans 0x%x; opcode 0x%x (%s); param 0x%x; error 0x%x (%s); retry cnt %d

**Explanation** An error occurred in the indicated control transaction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: %s trans 0x%x; opcode 0x%x (%s); param 0x%x; too many retries

**Explanation** An error occurred in the indicated control transaction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: %s trans 0x%x; opcode 0x%x; param 0x%x; error 0x%x; retry cnt %d

**Explanation** An error occurred in the indicated control transaction.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: Received truncated HAPI message (tlen=%d, actual=%d)

**Explanation** The received ACE control packet was smaller than the size field indicated

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: boot error: %s

**Explanation** The ACE completed booting, but with an error status code. ACE will not operate and it will not register with the crypto subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: crashdump retrieval error: %s %s

**Explanation** An error occurred during crashdump file retrieval from ACE.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: crashdump retrieval initiated to file %s

**Explanation** The ACE crashed and was rebooted. Upon reboot, a crashdump file was detected and uploaded to the sup-bootflash filesystem.

**Recommended Action** Report the crash and transfer the crashdump file to your technicalsupport representative.

**Error Message** %ACE-3-UNAVAILABLE: %s: initialization failed (%s)

**Explanation** ACE initialization sequence failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: %s: out of %s transactions

**Explanation** Transaction pool for the indicated transaction type was exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACE-3-UNAVAILABLE: ACE %s failed to register.

**Explanation** The ACE failed to register with CEAL

**Recommended Action** Reset the hw module

**Error Message** %ACE-3-UNAVAILABLE: Interface %s has no crypto engine slot

**Explanation** An IKE SA was requested for a given interface, but no crypto engine slot was assigned to that interface

**Recommended Action** Configure the interface in question with the 'crypto engine [sub]slot' command

**Error Message** %ACE-3-UNAVAILABLE: Too many %s in the system. Cannot allocate a new one

**Explanation** All VPN-accelerator resources of a particular are in used and thus this allocation request fails.

**Recommended Action** Remove the crypto map set from the interface. Reduce the number of that resource in the system. For ACL, reduce the number of ACL permit ACE in the system. For cryptomap, reduce the number of cryptomaps in the system. For SPD and SPD map, reduce the number of interface with cryptomap set attached.

**Error Message** %ACE-3-UNAVAILABLE: Too may %s IDs in the system. Cannot allocate a new one

**Explanation** All the IDs of the specified type are in use

**Recommended Action** Reduce the traffic load, number of IPSec tunnels and/or frequency of re-key. If this message was seen under light loading conditions, then copy the error message exactly as it appears, and report it to your technical support representative.

## ACE-6

**Error Message** %ACE-6-UNAVAILABLE: %s has been moved from %s to %s to relieve congestion

**Explanation** The congestion manager has moved a tunnel from a congested crypto engine to an uncongested crypto engine

**Recommended Action** System performance is not affected. No customer action is necessary.

**Error Message** %ACE-6-UNAVAILABLE: %s: %s

**Explanation** This is informational message from ACE

**Recommended Action** This is informational message from ACE. This occurs in normal operation.

**Error Message** %ACE-6-UNAVAILABLE: %s: boot info: %s

**Explanation** The ACE completed booting, but with a non-zero informational status code. This does not indicate an error and ACE will run normally.

**Recommended Action** No action is necessary.

**Error Message** %ACE-6-UNAVAILABLE: %s: crashdump retrieval complete

**Explanation** The ACE crashed and was rebooted. Upon reboot, a crashdump file was detected and uploaded to the sup-bootflash filesystem.

**Recommended Action** Report the crash and transfer the crashdump file to your technical support representative.

**Error Message** %ACE-6-UNAVAILABLE: %s: received unexpected IPsec packet: src IP: %i; dst IP: %i; firsthop/lasthop = %s/%s (count=%d)

**Explanation** An IPsec packet was unexpectedly forwarded to the RP

**Recommended Action** If this message was seen in the context of the router booting, enabling the hardware crypto accelerator, or with an invalid peer IP address then this message is normal and can be safely ignored. Otherwise, please copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ACE-6-UNAVAILABLE: %s: received unexpected IPsec packet: src: %s; dst: %s; (count=%d)

**Explanation** An IPsec packet was unexpectedly forwarded to the RP

**Recommended Action** If this message was seen in the context of the router booting, enabling the hardware crypto accelerator, then this message is normal and can be safely ignored. Otherwise, please copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ACE-6-UNAVAILABLE: All crypto engines are congested, assigning %s to %s

**Explanation** The congestion manager has assigned a new tunnel to an already congested crypto engine. All crypto engines have indicated congestion, the least congested engine was selected for the tunnel

**Recommended Action** Packets may be lost on some tunnels, either reduce bandwidth used by existing tunnels or install additional crypto engines

**Error Message** %ACE-6-UNAVAILABLE: VPN-SPA switchover: %d/%d has been %s %d/%d

**Explanation** A blade to blade switchover has occurred. System performance is not affected.

**Recommended Action** System performance is not affected. No customer action is necessary.

## ACLMERGE-3

**Error Message** %ACLMERGE-3-CUDDERROR: A CUDD Library error was detected in %s

**Explanation** An error was detected by the CUDD Library, the ACL-Merge for this invocation has failed. This could result in more traffic being switched by software. The effect of this could be lower performance, for the interface for which the merge failed.

**Recommended Action** Copy and save this message. Report this to Engineering along with the ACL configuration of this device. Use Topic to search for a similar DDTS. If none found, write a DDTS for this problem

## ACLMGR-2

**Error Message** %ACLMGR-2-UNAVAILABLE: Cannot create ACL Manager data structures for VLAN Map %s

**Explanation** The ACL Manager could not allocate the data structures needed to describe a VLAN Map in a form that can be loaded into hardware. Probably caused by lack of free memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACLMGR-2-UNAVAILABLE: Cannot create VMR data structures for access list %s

**Explanation** The ACL Manager could not allocate the data structures needed to describe an ACL in a form that can be loaded into hardware. Probably caused by lack of available memory.

**Recommended Action** Use a less complicated configuration that requires less memory.

**Error Message** %ACLMGR-2-UNAVAILABLE: Cannot create memory block for VLAN %d

**Explanation** The ACL Manager was unable to save per-VLAN information needed for its correct operation. Some per-interface features, such as access groups or VLAN maps, will not be configured correctly.

**Recommended Action** Use a less complicated configuration that requires less memory.

## ACLMGR-3

**Error Message** %ACLMGR-3-UNAVAILABLE: %s ACL merge error %d (%s) on %s label %d

**Explanation** The ACL Manager was unable to complete the merge of the configured features into a form suitable for loading into the hardware. Packets potentially affected by this feature will be sent to the CPU for processing instead. The most likely cause is specifying an ACL that is too large or too complex for the system to handle.

**Recommended Action** Try specifying a smaller and less complicated configuration.

**Error Message** %ACLMGR-3-UNAVAILABLE: Acl Tcam Full! Software Forwarding packets on %s label %d on %s %s

**Explanation** There are too many Acl configuration for the platform specific ACL Tcam Table to support.

**Recommended Action** Reduce the number IP or MAC access lists to be configured to interfaces.

**Error Message** %ACLMGR-3-UNAVAILABLE: Augmenting of access-map %s on %s label %d failed

**Explanation** The system ran out of CPU DRAM when attempting to merge internally required elements with the configured access map(s).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACLMGR-3-UNAVAILABLE: Cannot allocate %s label for vlan-id %d

**Explanation** The ACL Manager was unable to allocate a label for the features on this interface. This means that the hardware cannot be programmed to implement the features, and packets for this interface will be filtered in software. There is a limit of 256 labels per direction.

**Recommended Action** Allocate more space to the relevant section of the TCAM and reboot, or else use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

**Error Message** %ACLMGR-3-UNAVAILABLE: Insert of access-map %s #%d into %s label %d failed

**Explanation** The system ran out of CPU DRAM when trying to merge sections of an access map.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACLMGR-3-UNAVAILABLE: Reloading %s label %d feature

**Explanation** The ACL Manager was able to fit more of the configured features on this label into the hardware. One or more features had previously been unloaded because of lack of space.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACLMGR-3-UNAVAILABLE: Too many (%d) levels of recursion while merging ACLs (code %d).

**Explanation** The configuration is too complicated for the platform specific ACL merge code to support. Most likely cause is including too many separate access lists in a single VLAN map or policy map.

**Recommended Action** Reduce the number IP or MAC access lists (considered separately) in any one VLAN or policy map to fewer than the number of levels reported by this log message.

**Error Message** %ACLMGR-3-UNAVAILABLE: Unknown VMR access group action 0x%x

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACLMGR-3-UNAVAILABLE: Unloading %s label %d feature

**Explanation** The ACL Manager was unable to fit the complete configuration into the hardware, so some features will have to be applied in software. This prevents some or all of the packets in a VLAN from being forwarded in hardware, and requires them to be forwarded by the CPU. Multicast packets may be dropped entirely instead of being forwarded.

**Recommended Action** Allocate more space to the relevant section of the TCAM and reboot, or else use a simpler configuration. Use the same ACLs on multiple interfaces, if possible.

## ACL\_HDL\_HA\_API-3

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: %s

**Explanation** A run-time module could not obtain the resources that are required to complete a task. The failure most likely occurred because of a software error or a lack of system memory. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: Failed to register with %s, rc =%d

**Explanation** A redundancy client could not be registered. An internal failure associated with client registration occurred in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** .Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: Failed to send %s message to active for %s, rc=%d

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the active unit in the specified run-time module. The failure most likely occurred because of a software error. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: Failed to send %s message to standby for %s, rc=%d

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the standby unit in the specified run-time module. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: Invalid %s message received

**Explanation** A message that is used for state synchronization was not received correctly. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: Invalid checkpointing status code received, rc=%d

**Explanation** An invalid checkpoint status code has been detected. An internal status code that is associated with checkpointing was found to be invalid. The return code that is specified in the message output identifies the invalid code that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_HA\_API-3-UNAVAILABLE: No checkpointing buffer for %s, rc=%d

**Explanation** A message data buffer that is used for state synchronization could not be obtained. An internal data structure could not be allocated for synchronization in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure. The failure most likely occurred because of a software error or a lack of system memory. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %ACL\_HDL\_ISSU-2-UNAVAILABLE: ACL handle ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The ACL handle ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show issu session and show issu negotiated capability )

**Error Message** %ACL\_HDL\_ISSU-2-UNAVAILABLE: ACL handle ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The ACL handle ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action**

**Error Message** %ACL\_HDL\_ISSU-2-UNAVAILABLE: ACL handle ISSU client failed to register session information. Error: %d (%s)

**Explanation** The ACL handle ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-2-UNAVAILABLE: ACL handle ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The ACL handle ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-2-UNAVAILABLE: ACL handle ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The ACL handle ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: 'Message Type %d' is not supported by ACL handle ISSU client at peer

**Explanation** The ACL handle ISSU client at the peer supervisor is not compatible for this message type. The ACL handle client will be marked as incompatible with the peer.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The ACL handle ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the ACL handle state between the active device and the standby device is not identical.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client 'Message Type %d' is not compatible

**Explanation** The ACL handle ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client capability exchange result incompatible.

**Explanation** The Switch Vlan ISSU client capability exchange have negotiated as incompatible with the peer.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client capability list is empty.

**Explanation** The ACL handle ISSU client capability exchange list size is invalid.

**Recommended Action** LShow issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client does not have a valid registered session.

**Explanation** The ACL handle ISSU client does not have a valid registered session.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client failed to get the MTU for Message Type %d.Error: %d (%s)

**Explanation** The ACL handle ISSU client failed to calculate the MTU for the specified message. The ACL handle ISSU client is not able to send the message to the standby device.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ACL\_HDL\_ISSU-3-UNAVAILABLE: ACL handle ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The ACL handle ISSU client failed to unregister session information.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ADJ Messages

This section contains adjacency (ADJ) subsystem messages.

### ADJ-3

**Error Message** %ADJ-3-UNAVAILABLE: Adj bundles: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Adj resolve request: %s %s %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Adj stack2 error %s: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Adjacency distribution client: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Adjacency mac address for %s overflowed by %d bytes

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Adjacency mac string for %s not byte aligned, offset %x, length %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Allocating adj when adj subsystem down

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Bundle type %s must be ISSU aware to send to slot(s) %s

**Explanation** The given bundle type is not ISSU aware so cannot be distributed to a slot with which ISSU negotiation has occurred. This indicates a design problem which requires code changes to fix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: CEF Interface not found - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency debug filter block

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency interest list subblock

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to allocate an adjacency summary event block

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to allocate memory %s

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to deallocate an adjacency interest list subblock

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to deallocate memory %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to dispatch a refresh adjacency summary event

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to enqueue an adjacency summary event block

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to initialise adjacency RP broker facility

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to initialise adjacency interest list facility

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Failed to initialise adjacency subblock facility

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Generation of encapsulation string for %s failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Illegal arguments - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Unexpected state transition from %s to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Using an unsupported address type %d when trying to add/delete/modify/find an adjacency

**Explanation** An internal software error occurred. An attempt to reference an adjacency with an unsupported address type has been made.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Using an unsupported linktype %s when trying to add/delete/modify/find an adjacency

**Explanation** An internal software error occurred. An attempt to reference an adjacency with an unsupported address type has been made.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: Zero address length detected distributing adj %s

**Explanation** An internal software error occurred. An attempt to reference an adjacency with an unsupported address type has been made.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: adjacency %s is followed by bad magic

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ADJ-3-UNAVAILABLE: adjacency mac string end %x not %s aligned

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ADJ-5

**Error Message** %ADJ-5-UNAVAILABLE: Midchain parent maintenance for %s - %s

**Explanation** A midchain adjacency failed to stack onto output chain because a loop was detected. Traffic through the adjacency will be dropped until the adj is restacked. This condition is typically transient and is rectified by the control plane driving stacking. E.g. if an ip tunnel destination resolves through the tunnel transiently this message would appear. The situation would be rectified either by learning the tunnel destination through an interface other than the tunnel itself or by bringing the tunnel down

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AFLSEC

**Error Message** %AFLSEC-6-OALRL: Oal logging rate-limited or missed %d packet%s

**Explanation** Some packet matching logs were missed because the log messages were rate-limited or cache table was full or no log buffers were available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AFLSEC-6-OALRL: Oal logging rate-limited or missed %d packet%s

**Explanation** Some packet matching logs were missed because the logmessages were rate-limited or cache table was full or no log buffers were available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AGGMGR

**Error Message** %AGGMGR-0-UNAVAILABLE: No space left for creator %s to add data item to agg list (items %d max %d remaining %d)

**Explanation** An attempt was made to add an item to an aggregation list that had just been successfully created but for some reason the add failed. This situation should never occur. If it does occur, then it is the result of a program error which would be found during development and considered an internal error. There is no work around.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AIP

**Error Message** %AIP-3-UNAVAILABLE: %s Failed to setup vc %d (Cause: %s)

**Explanation** The AIP driver failed to set up a virtual circuit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AIP-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s) Expected range [%d .. %d]Kbps for AIP Average Rate Metering. Average Rate=Peak Rate= %d Kbps turns Average Rate Metering OFF

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ALARM

**Error Message** %ALARM-1-UNAVAILABLE: CRITICAL alarm condition detected

**Explanation** An critical alarm event has happened, it will cause the serious result, and needs immediate attention and to be fixed. Syetem will shut down within two minutes.

**Recommended Action** Check the source of the critical alarms to take corresponding actions. Don't turn on power unless the situation is corrected. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-2-UNAVAILABLE: Major alarm condition detected

**Explanation** An major alarm event has happened, it will affect the system service, and needs attention or fix.

**Recommended Action** Check the source of the major alarms to take corresponding actions. This situation should be corrected or be aware of. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-3-UNAVAILABLE: Attempt to change alarm status for undefined type

**Explanation** The alarm subsystem has no record of this type of alarm. The type has either not been registered or has been deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-3-UNAVAILABLE: Attempt to set alarm status for undefined source

**Explanation** The alarm subsystem has no record of this alarm source. The source has either not been registered or has been deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-3-UNAVAILABLE: Max number of alarm sources exceeded

**Explanation** Too many alarm sources were added by the system

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-3-UNAVAILABLE: Minor alarm condition detected

**Explanation** An minor alarm event has happened, it does not affect the system service, but needs attention.

**Recommended Action** Check the source of the minor alarms to avoid the situation getting worse. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-3-UNAVAILABLE: No alarm messages left

**Explanation** There we no more alarm messages available in the message cache

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALARM-3-UNAVAILABLE: OUT of Memory: %s

**Error Message** %ALARM-3-UNAVAILABLE: Unknown Alarm Severity Class

**Explanation** The alarm status tables contain an alarm entry with an unknown alarm severity class.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %ALIGN-3-UNAVAILABLE: %s

**Explanation** A trace that shows where the previous ALIGN error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ALIGN Messages

This section contains ALIGN messages.

### ALIGN-3

**Error Message** %ALIGN-3-TRACE: -Traceback= %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** A trace that shows where the previous ALIGN error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALIGN-3-UNAVAILABLE: -Traceback= %08x %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** A trace that shows where the previous ALIGN error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %ALIGN-3-UNAVAILABLE: -Traceback= %s

**Explanation** A trace that shows where the previous ALIGN error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALIGN-3-UNAVAILABLE: Alignment correction made at %s %sing %s

**Explanation** A software component within the router needs memory optimization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALIGN-3-UNAVAILABLE: Alignment correction made at 0x%x %sing 0x%x

**Explanation** A software component within the router needs memory optimization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALIGN-3-UNAVAILABLE: Alignment log is full - no new entries will be recorded

**Explanation** The router identified more software components in need of memory optimization than it can record.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALIGN-3-UNAVAILABLE: Spurious memory access made at %s reading %s

**Explanation** An attempted but illegal access to a low memory address within a software component in the router has been temporarily blocked.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show alignment** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show alignment** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %ALIGN-3-UNAVAILABLE: Spurious memory access made at 0x%x reading 0x%x

**Explanation** An attempted but illegal access to a low memory address within a software component in the router has been temporarily blocked.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show alignment** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the **show alignment** output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %ALIGN-3-UNAVAILABLE: Spurious memory access made at 0x%x reading 0x%x

**Explanation** An error was identified (and temporarily corrected) within a software component in the router.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALIGN-3-UNAVAILABLE: Warning : read access failed at %s, still continuing

**Explanation** In ls1010 read access failures do not make the box reload. They can be caused by either a bad register value in the asp ver 3.3 or earlier or a real problem in the hardware

**Recommended Action** If the ASP version is 3.3 or more, report it to your technical support representative.

**Error Message** %ALPS-3-UNAVAILABLE: ALPS: Assertion failed: %s

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ALPS Messages

This section contains Airline Product Set (ALPS) messages.

### ALPS-3

**Error Message** %ALPS-3-UNAVAILABLE: ALPS: Assertion failed: %s

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-3-UNAVAILABLE: ASCU %02x on interface %s has an internal FSM error.

**Explanation** Internal error.

**Recommended Action** Turn debug flags on, capture traces & contact Cisco technical support

**Error Message** %ALPS-3-UNAVAILABLE: Polling for ASCU %02x on interface %s is stalled.

**Explanation** The polling mechanism for an ALPS interface has become stuck.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ALPS-5

**Error Message** %ALPS-5-ASCU\_DISABLED\_ASCU\_STUCK: ASCU [hex] on interface [chars] has been disabled since 4 consecutive messages were received from same SID.

**Explanation** An ALPS agent set control unit (ASCU) has been automatically disabled.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-ASCU\_DOWN: ASCU [hex] on interface [chars] is down.

**Explanation** An ALPS agent set control unit (ASCU) has transitioned from up to down.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-ASCU\_UP: ASCU [hex] on interface [chars] is up.

**Explanation** An ALPS agent set control unit (ASCU) has transitioned from down to up.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-CIRCUIT\_CLOSED: Circuit [chars] changed state to closed, rsn = [chars].

**Explanation** An ALPS circuit has transitioned from open to closed

**Recommended Action** No action is required.

**Error Message** %ALPS-5-CIRCUIT\_OPEN: Circuit [chars] changed state to open.

**Explanation** An ALPS circuit has transitioned from closed to open.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-PEER\_CLOSED\_DYNAMIC\_INACTIVITY: Peer ([IP\_address], [chars]) closed due to inactivity.

**Explanation** An ALPS peer connection is now closed due to inactivity.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-PEER\_CONN\_ID\_CHANGE: Peer ([IP\_address], [chars]) ID modified to ([IP\_address], [chars]).

**Explanation** An ALPS peer connection identifier has changed.

**Recommended Action** No action is required.

**Error Message** %ALPS-5-PEER\_OPEN: Peer ([IP\_address], [chars]) changed state to open.

**Explanation** An ALPS peer connection is now open.

**Recommended Action** No action is required.

**Error Message** %ALIGN-3-UNAVAILABLE: Warning : read access failed at %s, still continuing

**Explanation** In ls1010 read access failures do not make the box reload. They can be caused by either a bad register value in the asp ver 3.3 or earlier or a real problem in the hardware

**Recommended Action** If the ASP version is 3.3 or more, report it to your technical support representative.

## ALPS-5

**Error Message** %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s has been disabled since 4 consecutive messages were received from same SID.

**Explanation** An ALPS ASCU has been automatically disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s is down.

**Explanation** An ALPS ASCU has transitioned from up to down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: ASCU %02x on interface %s is up.

**Explanation** An ALPS ASCU has transitioned from down to up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: Circuit %s changed state to closed, rsn = %s.

**Explanation** An ALPS circuit has transitioned from open to closed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: Circuit %s changed state to open.

**Explanation** An ALPS circuit has transitioned from closed to open.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) ID modified to (%i, %s).

**Explanation** An ALPS peer connection identifier has changed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) changed state to closed.

**Explanation** An ALPS peer connection is now closed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) changed state to open.

**Explanation** An ALPS peer connection is now open.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-5-UNAVAILABLE: Peer (%i, %s) closed due to inactivity.

**Explanation** An ALPS peer connection is now closed due to inactivity.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ALPS-6

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s has entered a congested state.

**Explanation** An ALPS circuit is experiencing congestion.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Confirm with a list of rejected ascus

**Explanation** An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Confirm with a list of rejected ascus.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Failed message, rsn = %s.

**Explanation** An ALPS circuit sent a Circuit Open Request message and received a Circuit Open Failed message as a reply.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-6-UNAVAILABLE: Circuit %s received a Circuit Open Failed message, rsn = %s.

**Explanation** An ALPS circuit sent a Circuit Update message and received a Circuit Open Failed message as a reply.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-6-UNAVAILABLE: Host unresponsive on X.25 VC for circuit %s

**Explanation** The X.25 or EMTOX host is not advancing the transmit window for extended periods of time. This may be indicative of a temporary problem with the host application. An X.25 Reset is sent to reset the transmit and receive windows to allow communication to proceed.

**Recommended Action** None

**Error Message** %ALPS-6-UNAVAILABLE: Peer (%i, %s) has entered a congested state.

**Explanation** An ALPS peer connection is experiencing congestion.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-6-UNAVAILABLE: Peer (%i, %s) has exited a congested state.

**Explanation** An ALPS peer connection is no longer experiencing congestion.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-6-UNAVAILABLE: Peer (%i, %s) open failed, rsn = %s

**Explanation** An ALPS peer connection attempted to open, but failed to open.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ALPS-7

**Error Message** %ALPS-7-UNAVAILABLE: Circuit %s has exited a congested state.

**Explanation** An ALPS circuit is no longer experiencing congestion.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for TCP Queue overflow peer drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to queue overflow exceeds the ALPS peer threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for X.25 VC Reset drops for circuit %s

**Explanation** The number of ALPS circuit drops due to X.25 VC Reset exceeds the ALPS circuit threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for circuit disabled drops for circuit %s

**Explanation** The number of ALPS circuit drops due to circuit disabled exceeds the ALPS circuit threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for invalid ASCU drops for circuit %s

**Explanation** The number of ALPS circuit drops due to invalid ASCU identifier exceeds the ALPS circuit threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for lifetime timer expiration drops for circuit %s

**Explanation** The number of ALPS circuit drops due to lifetime timer expiration exceeds the ALPS circuit threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for maximum size exceeded drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to maximum size exceeded exceeds the ALPS peer threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for peer unreachable peer drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to a peer unreachable condition exceeds the ALPS peer threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for queue overflow drops for circuit %s

**Explanation** The number of ALPS circuit drops due to queue overflow exceeds the ALPS circuit threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ALPS-7-UNAVAILABLE: Threshold exceeded for version mismatch peer drops for peer (%i, %s).

**Explanation** The number of ALPS peer drops due to version mismatch exceeds the ALPS peer threshold value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AMDP2-FE-1

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s CSR%d=0x%04x

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s CSR%d=0x%04x

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Try resetting the interface by doing a **shutdown** followed by a **no shutdown**. If the message recurs, try reseating the Port Adaptor. If reseating also does not work call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s MII transceiver not connected

**Explanation** The MII transceiver was disconnected while the MII port was selected.

**Recommended Action** Connect the transceiver and enter the **shut** and **no shut** commands for the interface in the configuration menu.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s, Init failed, CSR%d=0x%04x

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: %s, Memory error, CSR%d=0x%04x

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: 2FE PA not supported on NPE100, shutting down bay

**Explanation** 2FE PA is not supported on a 7200 with NPE100.

**Recommended Action** NPE150 or better is needed for 2FE PA.

**Error Message** %AMDP2\_FE-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The software could not identify the interface card.

**Recommended Action** Power down, reseal the interface card, and reboot. If the message recurs, call your technical support representative for assistance.

## AMDP2-FE-2

**Error Message** %AMDP2\_FE-2-UNAVAILABLE: %s hardware does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

**Error Message** %AMDP2\_FE-2-UNAVAILABLE: Interface %s does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

## AMDP2-FE-3

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s spurious chip init, CSR%d=0x%04x

**Explanation** An illegal condition indicating initialization done has occurred.

**Recommended Action** Clear the interface. If this message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s transmit error

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s, Spurious chip interrupt, CSR%d=0x%04x

**Explanation** An illegal condition indicating initialization done has occurred.

**Recommended Action** Clear the interface. If this message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s, packet buffer, pak=0x%x

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: %s, transmit error

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: Bad packet with %d particles, pak=0x%x

**Explanation** The software detected an invalid packet.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %AMDP2\_FE-3-UNAVAILABLE: Slot %d device ID seen as %x, expected %x

**Explanation** The software could not recognize the interface chips.

**Recommended Action** Power down, reseal the interface card, and reboot. If the message recurs, call your technical support representative for assistance.

## AMDP2-FE-4

**Error Message** %AMDP2\_FE-4-UNAVAILABLE: %s transmit problem, CSR0=%x

**Explanation** The transmitter has been on the channel longer than the timetaken to transmit the largest frame

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-4-UNAVAILABLE: %s, Spurious interrupt error, CSR0=%x

**Explanation** An illegal condition encountered during initialization.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-4-UNAVAILABLE: %s, transmit problem, CSR0=%x

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

## AMDP2-FE-5

**Error Message** %AMD79C971\_FE-5-UNAVAILABLE: Failed to suspend the amd79c971 chip

**Explanation** Failed to suspend the amd79c971 chip

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s cable/transceiver problem?

**Explanation** The cable and/or transceiver is not connected.

**Recommended Action** Connect the cable and/or transceiver.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s transmit error

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface. When a collision occurs after the preamble has been transmitted then such a collision is called a LATE collision. The packet will be retransmitted, but this condition could also indicate that another device is failing to detect when the network is in use.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s, Excessive collisions, TDR=%d, TRC=%d.

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s, lost carrier. cable/transceiver problem?

**Explanation** The cable and/or transceiver is not connected.

**Recommended Action** Connect the cable and/or transceiver.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: %s, transmit error

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %AMDP2\_FE-5-UNAVAILABLE: The Internal Ethernet Interface is not configurable

**Explanation** The internal ethernet is for system use only.

**Recommended Action** No action is required.

## AMDP2-FE-6

**Error Message** %AMDP2\_FE-6-UNAVAILABLE: %s TDR=%d, TRC=%d

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %AP-1-UNAVAILABLE: Distributed DOS attack

**Explanation** This message indicates that the auth-proxy router is possibly under a Distributed DOS attack. It has received more than 512 HTTP connections with no data.

**Recommended Action** This is a potential DDOS attack.

## AP Messages

This section contains Authentication Proxy (AP) messages.

### AP-1

**Error Message** %AP-1-AUTH\_PROXY\_DDOS\_ATTACK: Distributed DOS attack

**Explanation** This message indicates that the auth-proxy router is possibly under a Distributed DOS attack. It has received more than 512 HTTP connections with no data.

**Recommended Action** This is a potential DDOS attack.

**Error Message** %AP-1-UNAVAILABLE: IP-address %i has exceeded the maximum retry limit  
AUDITSESSID=%s

**Explanation** This message indicates that a host has exceeded the maximum allowed limit for login-attempts. The host may be infected by a virus which is continuously sending HTTP requests.

**Recommended Action** This maybe a potential DOS attack and the source should be shunned. It may also be a false alarm wherein the user is making legitimate attempts to log in.

**Error Message** %AP-1-UNAVAILABLE: POLICY=%s | POLICYNAME=%s | IP=%i | ERROR=  
AUDITSESSID=%s

**Explanation** This message indicates that the specified policy was not applied for the given host IP due to the reason specified as Error.

**Recommended Action** In case of HOST ACL policy verify if an input access list is defined and configured on interface. While for URL REDIRECT ACL policy needs url-redirect VSA to have an associated access control list url-redirect-acl VSA, that is used to determine HTTP redirect criteria.

HTTP packets matching the access control list will be subjected to redirection. In case the 'url-redirect-acl' access control list is not specified or is not configured, the host will not be setup for HTTP redirection.

**Error Message** %AP-1-UNAVAILABLE: Possible DOS attack from source IP-address %i|  
AUDITSESSID=%s

**Explanation** This message indicates that a host is continuously opening HTTP connections through the auth-proxy without sending data on them. This can potentially be a DOS attack.

**Recommended Action** This is a potential DOS attack the source should be shunned. It may also be a false alarm wherein a user is connecting to an HTTP server via a telnet like program to port 80.

## AP-4

**Error Message** %AP-4-AUTH\_PROXY\_NOMEM: Sufficient memory was not available to %s

**Explanation** There was not enough memory to perform the specified operation.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %AP-4-POSTURE\_EXCEED\_MAX\_INIT: Exceeded maximum limit (%d) on entries in authentication proxy posture cache in initializing state

**Explanation** This message indicates that the number of entries in authentication proxy posture cache which are in INIT state has exceeded the maximum limit.

**Recommended Action** This may be a potential Denial of Service attack.

**Error Message** %AP-4-UNAVAILABLE: Exceeded maximum limit (%d) on entries in authentication proxy posture cache in initializing state

**Explanation** This message indicates that the number of entries in authentication proxy posture cache which are in INIT state has exceeded the maximum limit.

**Recommended Action** This may be a potential Denial of Service attack.

**Error Message** %AP-4-UNAVAILABLE: Sufficient memory was not available to %s

**Explanation** There was not enough memory to perform the specified operation.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## AP-5

**Error Message** %AP-5-UNAVAILABLE: Event=AAA %s. HOST=%i | POLICY %s=%s. |  
AUDITSESSID=%s

**Explanation** This messages notifies that AAA servers defined by the methodlist are unreachable for the given host and the policy being applied.

**Recommended Action** The failure is due to unreachable AAA servers.

## AP-6

**Error Message** %AP-6-POSTURE\_DOWNLOAD\_ACL: Send AAA request to download (%s) named  
access control list

**Explanation** This message indicates the router has send a request to AAA to get the contents of the specified downloadable access contol list.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-POSTURE\_POLICY: %s %s (%s) policy for host (%i)

**Explanation** This message specifies the policy enforced or removed for the specified host. The policy could be either an access control list or a URL to which any intercepted HTTP traffic would be redirected.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-POSTURE\_START\_VALIDATION: IP=%i | Interface=%s | AUDITSESSID=%s

**Explanation** This message indicates the router has created an entry for the host in authentication porxy posture cache and has initiated posture validation process.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: %s %s (%s) policy for host (%i)

**Explanation** This message specifies the policy enforced or removed for the specified host. The policy could be either an access control list or a URL to which any intercepted HTTP traffic would be redirected.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: IP=%i | Interface=%s | AUDITSESSID=%s

**Explanation** This message indicates the router has created an entry for the host in authentication proxy posture cache and has initiated posture validation process.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: IP=%i | MAC=%u | PROFILE\_NAME=%s | EVENT=%s | AUDITSESSID=%s

**Explanation** This message indicates a fallback to authproxy has been initiated/terminated for the given host.

**Recommended Action** No action required

**Error Message** %AP-6-UNAVAILABLE: IP=%i | STATE=%s | AUDITSESSID=%s

**Explanation** This message indicates the change of posture validation state of the specified host in the authentication proxy posture validation cache.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: Send AAA request to download (%s) named access control list

**Explanation** This message indicates the router has send a request to AAA to get the contents of the specified downloadable access control list.

**Recommended Action** This is an informational message and no action is required

**Error Message** %AP-6-UNAVAILABLE: initiator (%i) send %u packets %u bytes; duration time %s | AUDITSESSID=%s

**Explanation** This message documents the transaction log of network activities of auth-proxy. The message is issued at the stop of each auth-proxy cache and it records the source addresses, the number of bytes transmitted by the client, and the cache duration time.

**Recommended Action** This message is for informational purposes only, and can be used to collect the basic accounting for the proxied caches.

**Error Message** %AP-6-UNAVAILABLE: initiator (%i) start | AUDITSESSID=%s

**Explanation** This message documents the transaction log of network activities of auth-proxy. The message is issued at the start of each auth-proxy cache and it records the source addresses.

**Recommended Action** This message is for informational purposes only, and can be used to collect the basic accounting for the proxied sessions.

# APS Messages

This section contains Automatic Protection Switching (APS) messages.

## APS-1

**Error Message** %APS-1-UNAVAILABLE: No Active Port In Group %s

**Explanation** After an active interface failure, the system switches over to the standby interface if APS has been enabled. This message is posted if after a switchover the system finds no active interface, i.e. both working and protection interfaces are found to be nonoperational.

**Recommended Action** Isolate the cause of failure on both working and protection interfaces.

## APA-2

**Error Message** %APS-2-UNAVAILABLE: %s %d

**Explanation** APS software detected an internal error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %APS-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the APS subsystem

**Recommended Action** Check for sufficient processor memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Channel Config Mismatch

**Explanation** Working and Protection interfaces do not point to the same path on local and remote network elements

**Recommended Action** Configure working and protection interfaces to point to the same path on local and remote network elements

**Error Message** %APS-2-UNAVAILABLE: Group %s: Channel Mismatch - %s

**Explanation** This message is posted by the local network element, if the received bridged channel number (in the REVERSE-REQUEST from the remote network element) does not match the request channel number in the APS request sent by the local network element. This message is relevant only for bidirectional operation. For 1+1 APS, this message should normally be not posted unless a) the transmit bridged channel number in the REVERSE-REQUEST from remote is somehow corrupted or b) there is a bug in the APS software itself.

**Recommended Action** Check for any failures on the APS communication channel. If APS communication channel is operational, contact Cisco TAC.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Far End Prot Failure - %s

**Explanation** This message is posted by the local network element if it detects a Far End Protection Failure condition. The Far End Protection Failure condition is detected if the Far End Protection Defect count exceeds a threshold. A Far End Protection Defect is detected when the local network element receives a remote APS message with request set to SF (Signal Fail) and request channel set to 0 (NULL or Protection channel).

**Recommended Action** Isolate the cause of failure on the protection channel on the remote network element.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Mode Mismatch - %s

**Explanation** This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message indicates that a mismatch in mode (unidirectional or bidirectional) has been detected.

**Recommended Action** Configure the remote APS group for bidirectional operation.

**Error Message** %APS-2-UNAVAILABLE: Group %s: Prot Switch Byte Failure - %s

**Explanation** This message is posted by the local network element if a Protection Switch Byte Failure is detected. A Protection Switch Byte Failure is detected when the Protection Switch Byte defect count exceeds a threshold. A Protection Switch Byte Defect is detected when one of the following happens: 1) The remote APS request is not one of the supported requests. 2) The remote APS request channel number is invalid. For 1+1 APS, the channel number must be 0 or 1. 3) Operation is bidirectional and neither local nor remote network element is sending a REVERSE-REQUEST, and the remote APS request is of lower priority than the local APS request. 4) Operation is bidirectional and the sequence number in the remote APS REVERSE-REQUEST does not match the sequence number of the most recent APS request sent by the local network

element. This error is posted if a) the APS request is somehow corrupted, or b) there is a bug in the APS software itself or c) if the APS communication between two network elements is broken, e.g. local network element can send and receive, whereas the remote network element can send but not receive.

**Recommended Action** Check for failures on the APS communication channel. Isolate the cause for such failures and restore the communication channel to working condition.

## APS-3

**Error Message** %APS-3-UNAVAILABLE: %s Port Fail On %s

**Explanation** This message is posted when APS subsystem receives a port fail indication from the driver subsystem. This message indicates that the specified interface has detected a failure condition (e.g. Loss Of Light).

**Recommended Action** Isolate the cause of the failure and restore the interface to normal operational condition.

## APS-6

**Error Message** %APS-6-UNAVAILABLE: Auto-Failover - Group %s

**Explanation** This message is posted if APS hardware successfully switched over to the standby interface after the failure of the active interface. This is informational only.

**Recommended Action** Isolate the cause of failure of the previous active interface and restore it to a working condition.

**Error Message** %APS-6-UNAVAILABLE: Disable Auto-Failover On %s

**Explanation** APS has disabled auto-failover for the indicated group

**Recommended Action** Show aps group.

**Error Message** %APS-6-UNAVAILABLE: Enable Auto-Failover On %s

**Explanation** This message is posted when APS software enables hardware to perform APS actions for failures detected by the hardware. This is informational only.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %APS-6-UNAVAILABLE: Group %s - %s channel is now ACTIVE

**Explanation** This message is posted when a previously standby channel becomes the active channel. This is informational only.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %APS-6-UNAVAILABLE: Group %s: Mode Mismatch - %s

**Explanation** This message is posted by the local network element if the local APS group has been configured for bidirectional operation but the associated remote APS group has been configured for unidirectional operation. This message is posted after the local network element detects the mismatch and changes the operation to unidirectional.

**Recommended Action** Configure the remote APS group for bidirectional operation.

**Error Message** %APS-6-UNAVAILABLE: Group %s: Remote Request - %s

**Explanation** This message is posted by the local network element after an APS switchover that is triggered by an APS request from the remote network element. This is informational only.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ARAP Messages

## ARAO-0

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d

**Explanation** An internal software error occurred.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d: VS queued error

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-0-UNAVAILABLE: TTY %d: arg msg bad %x

**Explanation** The router received an invalid packet during ARAP MNP4 connection setup phase.

**Recommended Action** Check for excessive line noise. Check the ARAP client software configuration for possible problems.

## ARAP-2

**Error Message** %ARAP-2-UNAVAILABLE: TTY %d: Could not malloc log

**Explanation** Memory not available for internal MNP4 logging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARAP-3

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: Bad packet type in arap\_send\_msg

**Explanation** Internal data structures are corrupted.

**Recommended Action** Check for abnormally high CPU usage.

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: arap callback aborted

**Explanation** An unexpected message was received during the Microcom Networking Protocol version 4 (MNP4) link setup.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: arap expected message timeout

**Explanation** The software timed out during the MNP4 link setup.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: arap input error

**Explanation** ARAP connection was terminated without a known cause.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-3-UNAVAILABLE: TTY %d: unhandled configuration command

**Explanation** A configuration command was not recognized.

**Recommended Action** Check the configuration file on the server for any invalid configuration commands.

## ARAP-4

**Error Message** %ARAP-4-UNAVAILABLE: TTY %d: ARAP connection failed: %s

**Explanation** The ARA protocol client was denied access, probably due to a configuration problem on the server. The error message should indicate the problem. This message does not indicate access denials due to bad passwords.

**Recommended Action** Investigate the problem reported in the error message.

**Error Message** %ARAP-4-UNAVAILABLE: TTY %d: arap TACACS is configured but extended TACACS is not.

**Explanation** Terminal Access Controller Access Control System (TACACS) authentication failed because extended TACACS is not configured.

**Recommended Action** Configure extended TACACS.

## ARAP-5

**Error Message** %ARAP-5-UNAVAILABLE: TTY %d: ARAP invalid packet received

**Explanation** A corrupted packet reached the ARA protocol code.

**Recommended Action** Check for excessive CPU usage or excessive line noise.

**Error Message** %ARAP-5-UNAVAILABLE: TTY %d: ARAP unexpected initialization packet %s

**Explanation** The startup negotiation between a client and the ARA protocol server fell out of order. If this message is received sporadically, it indicates line noise.

**Recommended Action** If this message recurs, reinstall the ARA client software.

## ARAP-6

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d

**Explanation** The router repeated resending of MNP4 packets as the Macintosh client failed to acknowledge previously resent packets.

**Recommended Action** If this error message persists for several ARAP connections report it to your technical support representative.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d

**Explanation** The router resent MNP4 packets maximum number of times without receiving an acknowledgement.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: ARAP ended for user %s; address %A; %d seconds connected

**Explanation** This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: ARAP started for user %s; address %d.%d

**Explanation** This message appears only when ARA protocol logging is configured. The message notes that an ARA protocol user has logged in.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: MNP4 input disconnect

**Explanation** This indicates that the router received disconnect request from the remote Macintosh client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: MNP4 timeout error

**Explanation** The router is dropping the connection after doing maximum resends.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: Rcv giant. dropping frame

**Explanation** The router received an oversized MNP4 frame.

**Recommended Action** Check for excessive line noise. Check the ARAP client software configuration for possible problems.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: Receive getbuffer failure. dropping frame

**Explanation** No buffer exists for an incoming packet.

**Recommended Action** Examine buffer usage statistics. Possibly more memory is required.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: Received LT in CONNECTION PHASE

**Explanation** The router received an invalid packet during ARA connection setup phase.

**Recommended Action** Check for excessive line noise. Check the ARAP client software configuration for possible problems.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: T401 %d baud rate %d

**Explanation** This message indicates that the router received MNP4 connection request. MNP4 acknowledgement timer value is also indicated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: exited user %s: %s

**Explanation** A user was disconnected from ARA protocol at an unexpected time. The disconnection may be due to modems dropping, server error, client problems, or any number of other difficulties.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

**Error Message** %ARAP-6-UNAVAILABLE: TTY %d: exited user %s: Other side stopped answering ARAP tickles (mnp4 pak resent %d mnp4 pak sent %d last %d now %d)

**Explanation** The router disconnected as the remote Macintosh client stopped sending ARAP tickle or data packets.

**Recommended Action** To determine the cause of the disconnection, correlate the receipt of this message with the user problem reports.

# ARCHIVE\_CONFIG Messages

This section contains ARCHIVE\_CONFIG messages.

## ARCHIVE\_CONFIG-4

**Error Message** %ARCHIVE\_CONFIG-4-UNAVAILABLE: Archive of router configuration was skipped due to a previous initiation.

**Explanation** Only one archive can be created at a time. Two or more simultaneous archives in progress is not allowed. This could occur for example if two users attempt to create an archive simultaneously.

**Recommended Action** Retry the archive creation later, when the previous archive has finished being written.

**Error Message** %ARCHIVE\_CONFIG-4-UNAVAILABLE: Delete of a previously saved archive of the router configuration could not be completed.

**Explanation** The router could not delete a file that was previously written. The file that was being deleted file contains an archive of the router configuration. This could occur for example if the file was manually deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARCHIVE\_CONFIG-6

**Error Message** %ARCHIVE\_CONFIG-6-UNAVAILABLE: Could not create an archive of the router configuration on the standby RP.

**Explanation** The router could not create an archive file on the standby RP. The file that was being created contains an archive of the router configuration. This could occur for example if the active RP cannot communicate with the standby RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_CONFIG-6-UNAVAILABLE: Delete of a previously saved archive of the router configuration could not be completed on the standby RP.

**Explanation** The router could not delete a file that was previously written on the standby RP. The file that was being deleted file contains an archive of the router configuration. This could occur for example if the file was manually deleted. Alternatively, the file could not be deleted when the active RP cannot communicate with the standby RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARCHIVE\_DIFF Messages

This section contains ARCHIVE\_DIFF messages.

### ARCHIVE\_DIFF-3

**Error Message** %ARCHIVE\_DIFF-3-UNAVAILABLE: Could not initialize the Config Diff and Rollback subsystem

**Explanation** An internal software error occurred during initialization. Config Diff and Rollback cannot be used as a result of this error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_DIFF-3-UNAVAILABLE: Failed to register the special case %s command:%s during initialization. Config Diff and Rollback cannot be used as a result of this error.

**Explanation** An internal software error occurred during initialization - Config Diff and Rollback cannot be used as a result of this error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARCHIVE\_DIFF-5

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: Backing up current running config to %s

**Explanation** The current running config is saved so that when the timer expires, if no confirmation has been received from user to confirm what they've configured, the system will rollback to the saved config.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: Failed to acquire configuration lock. Rollback did not start. Schedule to retry in 5 minutes

**Explanation** Failed to acquire configuration lock. Rollback did not start. In this case retry will be scheduled.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: Start rolling to: %s

**Explanation** The timer for Rollback Confirmed Change has expired. System will rollback to the previously saved config.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: System will rollback to config %s in one minute. Enter configure confirm if you wish to keep what you've configured

**Explanation** Rollback will start in one minute. User could enter configure confirm if they wish to keep what they've configured.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User %s on tty %d has been idle for %lu minutes. System will rollback to config %s in oneminute if it continues to be idle. Enter configure confirm if you wish to keep what you've configured

**Explanation** Rollback will start in one minute. User could enter configure confirm if they wish to keep what they've configured.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s Reset Rollback Confirmed Change timer(idle) to %lu minute

**Explanation** Reset Rollback Confirmed Change timer(idle) to a new value

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Confirm the configuration change

**Explanation** The configuration change is confirmed. The timer for rolling to the previously saved config is cancelled

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Reset Rollback Confirmed Change timer(absolute) to %lu minute

**Explanation** Reset Rollback Confirmed Change timer(absolute) to a new value

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Rollback Confirmed Change is cancelled due to %s failure

**Explanation** Rollback Confirmed Change is normally configured along with other configuration operations, such as config term or config replace. If those operation failed, Rollback Confirmed Change should not be activated.

**Recommended Action** Remove the error condition and try again later.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Rollback immediately.

**Explanation** Rollback immediately and cancel the timer

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Scheduled to rollback to config %s if session has been idle for %lu minutes

**Explanation** The system will wait for the user to confirm that they wish to keep what they've configured until the timer expires. If the confirmation is not received in time, the router will rollback.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

**Error Message** %ARCHIVE\_DIFF-5-UNAVAILABLE: User: %s: Scheduled to rollback to config %s in %lu minutes

**Explanation** The system will wait for the user to confirm that they wish to keep what they've configured until the timer expires. If the confirmation is not received in time, the router will rollback.

**Recommended Action** This message DOES NOT denote any error condition. It is a part of the normal operation of the rollback confirmed change.

## ARCHIVE\_ISSU Messages

This section contains message related to the In Service Software Upgrade facility.

## ARCHIVE\_ISSU-2

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Archive ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Archive ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Archive ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Archive ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Archive ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-2-UNAVAILABLE: Failed to start Archive ISSU session negotiation. Error: %d (%s)

**Explanation** The Archive ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ARCHIVE\_ISSU-3

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The Archive ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Archive state between the active device and the standby device is not identical.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client 'Message Type %d' is not compatible

**Explanation** The Archive ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client does not have a valid registered session.

**Explanation** The Archive ISSU client does not have a valid registered session.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The Archive ISSU client failed to calculate the MTU for the specified message. The Archive ISSU client is not able to send the message to the standby device.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ARCHIVE\_ISSU-3-UNAVAILABLE: Archive ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Archive ISSU client failed to unregister session information.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AS5400-0

**Error Message** %AS5400-0-UNAVAILABLE: 12.2 mainline images are not compatible with the AS5400HPX system.

**Explanation** 12.2 mainline images are not compatible with the AS5400HPX system.

**Recommended Action** Load an image compatible with the system.

## AS5400-1

**Error Message** %AS5400-1-UNAVAILABLE: DFC %d: Detected PCI %s Error, CSR=0x%x

**Explanation** PCI error is detected on the DFC. This is due to hardware failure. IOS will powerdown this DFC and cleanup the system datastructures associated with it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400-1-UNAVAILABLE: %s

**Explanation** The specified component should have the latest HW revision. If the hw revision is not the latest, then it needs to be updated to the printed out version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400-1-UNAVAILABLE: Unknown DFC interrupt: DFC slot no %d, interrupt %d

**Explanation** Unknown DFC interrupt is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400-1-UNAVAILABLE: Unknown interrupt: interrupt %d

**Explanation** System detected an unknown interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AS5400-3

**Error Message** %AS5400-3-UNAVAILABLE: NULL

**Explanation** DFC hardware error is detected. IOS will powerdown this DFC and cleanup the system datastructures associated with it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AS5400-ENVM

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: A DFC is powered down due to board over-temperature. Slot: %d, Type: %s

**Explanation** The System experienced an over-temperature condition.

**Recommended Action** For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVN-1-UNAVAILABLE: A DFC is powered on due to board temperature cooling down. Slot: %d, Type: %s

**Explanation** The temperature in the system cools down.

**Recommended Action** For AS5400, when the board temperature cools down, a DFC is powered on, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVN-1-UNAVAILABLE: All DFCs are busy out due to board over temperature.

**Explanation** The System experienced an Over Temperature condition.

**Recommended Action** For AS5400, all DFCs are busy out to prevent the DFCs from damaging and to cool down the temperature. Check air conditioning and the surrounding of the AS5400 box. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVN-1-UNAVAILABLE: All DFCs are unbusy out due to board temperature cooling down.

**Explanation** The System experienced an over-temperature condition.

**Recommended Action** For AS5400, when the board temperature cools down, all DFCs are unbusy out, back to work. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVN-1-UNAVAILABLE: Can't power on DFC on slot %d for unknown reason.

**Explanation** Powering on a DFC failed.

**Recommended Action** Check the power plug to the DFC on the slot. If still fail, unplug the DFC and do diagnostic on it.

**Error Message** %AS5400\_ENVN-1-UNAVAILABLE: Environmental Monitor of Fans is dropped.

**Explanation** If a temperature sensor at inlet or outlet fails to work, the environmental monitoring of fans is dropped.

**Recommended Action** For AS5400, once the fan monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Fans is recovered.

**Explanation** If temperature sensors at both inlet or outlet recovers to work, the environmental monitoring of fans is recovered.

**Recommended Action** For AS5400, once the fan monitoring is recovered, console message is sent out and alarm is disabled. Fan state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Temperature is dropped.

**Explanation** If all temperature sensors fail to work, the environmental monitoring of temperature is dropped.

**Recommended Action** For AS5400, once the temperature monitoring is dropped, only console message is sent out and alarm is activated. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental Monitor of Temperature is recovered.

**Explanation** If a temperature sensor recovers to work, the environmental monitoring of temperature is recovered.

**Recommended Action** For AS5400, once the temperature monitoring is recovered, console message is sent out and alarm is disabled. temperature state is set as normal. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental monitor is trying to power down a DFC by simulating OIR removal. Slot: %d, Type: %s

**Explanation** The System experienced an over-temperature condition. For AS5400, a DFC is powered down to prevent the DFC from damaging and to cool down the temperature. The environmental monitor apply the scheme of OIR removal to power down the DFC.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. Check air conditioning and the surrounding of the AS5400 box.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Environmental monitor is trying to power on a DFC by simulating OIR insertion. Slot: %d, Type: %s

**Explanation** The temperature cools down inside the chassis. For AS5400, when the board temperature cools down, a DFC is powered on, back to work. The environmental monitor apply the scheme of OIR insertion to power on the DFC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: System detected that temperature is in %s condition.

**Explanation** The environmental monitor detected a temperature change, either failure or recovery.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Check air conditioning and the surrounding of the AS5400 box. Call your technical support representative for assistance, if necessary.

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Temperature sensor #%d fails to work.

**Explanation** The health of each temperature sensor itself is also monitored. There are three cases that we consider a sensor fails to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors in the same box is greater than limit, such as 25 degrees C.

**Recommended Action** For AS5400, once the failure of a temperature sensor is detected, ENVMON will set the temperature state of that sensor as disabled, send out console message. The temperature data from that sensor is ignored in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter. If really fails, call Cisco to replace the temperature sensor

**Error Message** %AS5400\_ENVM-1-UNAVAILABLE: Temperature sensor #%d recovers to work.

**Explanation** The health of each temperature sensor itself is also monitored. There are three cases that we consider these sensors fail to operate normally: 1. a sensor generates extraordinary data, such as higher than 200 degree C; 2. temperature change exceeds limits in one minute, such as 25 degree C; 3. temperature differential between sensors is greater than limit, such as 25 degrees C.

**Recommended Action** For AS5400, once the recovery of a temperature sensor is detected, ENVMON will set the sensor\_state of that sensor as normal, send out console message. The temperature data from that sensor is read again in temperature monitoring. A customer should type 'show environment' to display temperature data and compare with temperature meter to verify the recovery.

## AS5400-ENVM3

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: %s fail to work.

**Explanation** Some cooling fans fail to work. This is detected by the temperature delta between the inlet and outlet. A big delta indicates fan failure.

**Recommended Action** Replace the fan as soon as possible or the system may shut itself down or fail to operate properly.

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: %s recovered to work.

**Explanation** Some cooling fans recover to work. This is detected by the temperature delta between the inlet and outlet. A small delta indicates fan recovery.

**Recommended Action** Verify the fan work properly by checking the 4 fans and a customer should type 'show environment' to display temperature delta data and verify the recovery.

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: AS5400 Environmental Monitor is disabled.

**Explanation** A configuration command can disable AS5400 environmental monitor when a user doesn't need it in certain special situations.

**Recommended Action** For AS5400, once the ENVMON is disabled, both console message and a SNMP trap are sent out. No further action.

**Error Message** %AS5400\_ENVM-3-UNAVAILABLE: AS5400 Environmental Monitor is enabled.

**Explanation** A configuration command can enable AS5400 environmental monitor after it was disabled in certain special situations.

**Recommended Action** For AS5400, once the ENVMON is enabled, both console message and a SNMP trap are sent out, and all ENVMON actions will be taken if necessary.

**Error Message** %ASPP-3-UNAVAILABLE: %s: Unable to set Rx/Tx tty async service hooks.

**Explanation** This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

**Recommended Action** Verify the correct hardware interface type is being used.

## ASPP-3

**Error Message** %ASPP-3-UNAVAILABLE: %s: Unable to set Rx/Tx tty async service hooks.

**Explanation** This message occurs only when ASP is configured. It indicates the serial interface using ASP is configured incorrectly or does not support asynchronous mode.

**Recommended Action** Verify the correct hardware interface type is being used.

## AT-1

**Error Message** %AT-1-UNAVAILABLE: Could not allocate memory for %s at line %d in %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AT-2

**Error Message** %AT-2-UNAVAILABLE: AppleTalk assertion failed: %s

**Explanation** The software detected an inconsistency. Although this error is serious, the router attempts to continue. AppleTalk processing might be impaired.

**Recommended Action** Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

## AT-3

**Error Message** %AT-3-UNAVAILABLE: %s: AURP connection out of sync...terminating

**Explanation** AURP detected packets that were out of sequence. This might be caused by a lost connection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; conflicts with interface %s

**Explanation** An attempt was made to configure an interface to have the same or a conflicting AppleTalk address or cable range as another interface on the same router.

**Recommended Action** Verify that you are not specifying an AppleTalk address or cable range used previously on this router, and reconfigure the interface.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; network incompatible with %#a

**Explanation** The interface was disabled because the configured AppleTalk address or cable range for the interface conflicts with that of another router on the attached network.

**Recommended Action** Reconfigure the affected routers so that there are no conflicting addresses or cable ranges on the attached network.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface disabled; zone list incompatible with %#a

**Explanation** The zone list of the configured interface is inconsistent with the zone list of other routers.

**Recommended Action** Reconfigure the zone list on the router so that it does not conflict with that the zoen lists on other routers.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface warning; default zone differs from %a

**Explanation** During the verification startup process, there was a disagreement between the default zone (the first zone defined after the appletalk cable-range command) and the router that confirmed the configuration. When an AppleTalk end node is first connected to a network, it joins the default zone until it is overridden.

**Recommended Action** Use the appletalk zone command to correct the configuration so that all routers are advertising the same default zone. Note that several router implementations are known to mismanage the default zone.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk interface warning; zone multicast %e differs from our multicast %e

**Explanation** A computed multicast address disagrees with that provided by another AppleTalk router. The other AppleTalk router might be misconfigured or faulty.

**Recommended Action** Correct the problem at the other router.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk node down; no addresses available

**Explanation** No free node could be found on the interface.

**Recommended Action** If your AppleTalk network has less than 250 nodes, issue the debug appletalk errors command and then call your technical support representative. If your AppleTalk network has more than 250 nodes, split it into smaller networks by creating new segments and moving some nodes into the new segments.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk node warning; discovery mode disabled

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-3-UNAVAILABLE: %s: AppleTalk packet error; no source address available

**Explanation** The router could not generate an AppleTalk packet because no valid AppleTalk source address was available to identify this router in the packet.

**Recommended Action** Configure an interface to have an address or cable range. Use the show appletalk command to verify that the interface is operational.

**Error Message** %AT-3-UNAVAILABLE: %s: client tried to connect, but no virtual network is declared

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %AT-3-UNAVAILABLE: %s: client tried to open socket, but failed

**Explanation** open socket failed;Possible out of memory situation

**Error Message** %AT-3-UNAVAILABLE: AppleTalk error: %s

**Explanation** An internal error occurred. Specifically, a programming assertion in the AppleTalk networking code was violated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-3-UNAVAILABLE: AppleTalk not running

**Explanation** You tried to show or change the AppleTalk configuration when AppleTalk routing was not turned on.

**Recommended Action** Issue the appletalk routing command before issuing any other AppleTalk configuration or display command.

**Error Message** %AT-3-UNAVAILABLE: Cannot delete %s route %d by clearing; remove it by reconfiguring

**Explanation** You attempted to remove a route from the routing table by issuing the clear appletalk route command. The command failed because the route was on a directly connected interface, that is, it was created when you configured the router.

**Recommended Action** Remove the route by reconfiguring the directly connected interface with which it is associated.

**Error Message** %AT-3-UNAVAILABLE: Could not compute best path for network %#A

**Explanation** A path to the specified network could not be found.

**Recommended Action** Use the show appletalk route command to verify that a path to the specified network exists. If it does, copy the error message exactly as it appears, and report it along with the output of the show appletalk route command to your technical support representative.

**Error Message** %AT-3-UNAVAILABLE: Invalid NBPtest command %s

**Explanation** An unrecognized command was specified in the Name Binding Protocol (NBP) test facility.

**Recommended Action** Enter a valid command.

**Error Message** %AT-3-UNAVAILABLE: Loop detected on domain %d [%s]

**Explanation** The domain router detected a routing loop. Routing loops are not allowed. The domain router runs a background loop detection process. The domain router starts this process when it receives a new zone list from a domain that is identical to the list in the main routing table and whose network range length matches that in this list. The loop detection process sends several AppleTalk NBP loopback packets. When one of these packets is received on an interface that does not belong to the original domain, the domain router first shuts off all the domains involved in the loop, and then shuts off all the interfaces in these domains. The loop detection does not catch all types of loops. It is your responsibility to make sure that no loop exists.

**Recommended Action** Disable the cause of the routing loop. Then use the clear appletalk command to restart the interfaces involved.

**Error Message** %AT-3-UNAVAILABLE: No route to destination %a

**Explanation** The router could not deliver a packet to a destination because it did not know where to send it.

**Recommended Action** Use the show appletalk route command to verify that a path to the destination exists. If it does, copy the error message exactly as it appears, and report it with the output of the show appletalk route command to your technical support representative.

**Error Message** %AT-3-UNAVAILABLE: No such neighbor, %a

**Explanation** You specified a nonexistent neighbor address in a show appletalk neighbor or clear appletalk neighbor.

**Recommended Action** Specify a valid neighbor address, that is, one that appears in the output of the show appletalk neighbor command.

**Error Message** %AT-3-UNAVAILABLE: Remap range overflow for %s domain %d

**Explanation** The remap range overflowed. If a network (range) cannot fit inside the remapping range, the network or cable range being advertised by a neighboring router is not accepted. When an overflow occurs, all interfaces in the domain are disabled.

**Recommended Action** Use the appletalk domain remap-range command to increase the remapping range. Then restart the interfaces.

## AT-4

**Error Message** %AT-4-UNAVAILABLE: %s: AppleTalk node down; conflicts with active internet

**Explanation** The configuration specified for the interface conflicts with the active AppleTalk internetwork. For example, a cable range might be configured that overlaps an existing route but does not match the entry exactly.

**Recommended Action** Use the appletalk cable-range command to reconfigure the interface so that there are no conflicts with the existing AppleTalk rnetwork, or take any other actions necessary to resolve the conflict. AppleTalk will periodically attempt to restart the interface.

**Error Message** %AT-4-UNAVAILABLE: %s: MacIP inoperable IP interface, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server can no longer operate due to a change in the condition of the IP interface it serves. This condition can occur if IP routing is shut down on the interface, or the IP address of the interface is changed so that the MacIP server's IP address is no longer valid on the same cable. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-4-UNAVAILABLE: %s: MacIP inoperable configuration, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server cannot begin or recover operations because of an invalid IP address configuration. This condition only occurs when the configured MacIP server's IP address is not valid on the same cable of any operable IP interface. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command. When this error occurs, the MacIP configuration is considered invalid and is deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-4-UNAVAILABLE: AURP path %#A rejected; conflict detected

**Explanation** The router detected a conflicting cable range. A router is configured with a cable range that overlaps with an existing range but does not match the entry exactly.

**Recommended Action** Use the show appletalk command to identify the overlapped cable range, and then reconfigure the misconfigured router.

## AT-5

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; interface cleared

**Explanation** A clear interface command was issued on an interface that is currently routing AppleTalk.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; node address taken by %e

**Explanation** Another AppleTalk node on a common network interface claimed the same AppleTalk address that this router was using. This error indicates a serious, unexpected problem. If it recurs, a physical network problem in which the nodes cannot communicate with each other might exist.

**Recommended Action** The interface on this router restarts AppleTalk processing on the common network interface to resolve the address conflict. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action**

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk interface restarting; protocol restarted

**Explanation** The hardware interface was reset because of a configuration change. After the reset, AppleTalk automatically reinitialized the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk internet compatibility mode required by %#a

**Explanation** A neighboring router supports only extended AppleTalk networks with a cable range of 1 and with one assigned zone, for example, 25-25.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk neighbor down; lost contact with %a

**Explanation** A peer router is unreachable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk neighbor ignored; %a is misconfigured

**Explanation** A neighboring router's AppleTalk configuration does not agree with this router's AppleTalk configuration. This condition can result from a mismatch between the neighbor's network range and this router's network range.

**Recommended Action** Modify either this router's or the neighboring router's configuration so that the network ranges agree.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node down; line protocol down

**Explanation** An AppleTalk hardware interface was disabled because of a bad serial line, a configuration command, or a bad interface.

**Recommended Action** If the interface was not intentionally disabled, this message indicates a hardware problem. In this case, repair or replace the applicable hardware.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node down; line protocol not supported

**Explanation** An encapsulation method on the specified interface does not support AppleTalk.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node warning; address %A already in use

**Explanation** The initial hint address was in use. A search will be made for a valid address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk node warning; address %A is invalid

**Explanation** The hint address specified for the interface was not valid for the current configuration.

**Recommended Action** The hint address is ignored and a random valid hint address is automatically computed. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: %s: AppleTalk route cache disabled; firmware is obsolete

**Explanation** The firmware on the MCI controller card does not support AppleTalk fast switching.

**Recommended Action** No corrective action is required. Normal AppleTalk operation continues, but the fast switching cache is disabled for the interface associated with the MCI card. If this message is unexpected, verify that the MCI firmware for the interface specified in the error message is at level 1.7 or higher.

**Error Message** %AT-5-UNAVAILABLE: %s: RTMP path to %#A via %#a now in %s state (metric %d, %d hops)

**Explanation** The state of a path changed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-5-UNAVAILABLE: AppleTalk FDDI neighbor %a using obsolete FDDI addressing

**Explanation** Another AppleTalk router on the FDDI ring is running a release of the router software earlier than 9.0(2). Routers running these early software releases use an encapsulation for AppleTalk on FDDI rings that is not compatible with the Apple FDDITalk implementation.

**Recommended Action** Upgrade the routers running the software releases that use the pre-FDDITalk encapsulation for AppleTalk on FDDI rings.

**Error Message** %AT-5-UNAVAILABLE: AppleTalk neighbor incompatibility; %A has multiple zones

**Explanation** Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route with multiple zone names defined. This condition can cause node inconsistencies on your AppleTalk network.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message** %AT-5-UNAVAILABLE: AppleTalk neighbor incompatibility; %A has wide cable range

**Explanation** Although this router has neighbors that require your internetwork to observe compatibility rules, AppleTalk has learned of a route that has a cable range greater than 1. This condition can cause node inconsistencies on your AppleTalk network.

**Recommended Action** Upgrade the routers that support only the original AppleTalk specification. In the meantime, observe the compatibility rules for AppleTalk Phase 1 and Phase 2 routers.

**Error Message** %AT-5-UNAVAILABLE: No such route %d

**Explanation** You specified a nonexistent route in a show appletalk route or clear appletalk route command.

**Recommended Action** Specify a valid route, that is, one that appears in the output of the show appletalk route command.

**Error Message** %AT-5-UNAVAILABLE: Route to %A is now using path of type %s on %s via %a

**Explanation** The path to a network changed because either the old path went down or the new path was better.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AT-6

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk %s path to %A down; reported bad by %a

**Explanation** A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk %s path to %A via %a has been deleted

**Explanation** A path on the AppleTalk network aged out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk %s path to network %s added; via %s (metric %d)

**Explanation** A new AppleTalk path has been learned. The message indicates the source of the path, its distance in hops, its metric, and the type of path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface enabled; no neighbors found

**Explanation** No other AppleTalk routers were found on the network attached to the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface enabled; verified by %s

**Explanation** The AppleTalk configuration was verified by consulting the indicated router.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface initializing; acquiring %s

**Explanation** The interface is determining the correct configuration. This message is displayed when discovery mode is enabled and no other router is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk interface restarting; line protocol came up

**Explanation** An AppleTalk interface that was previously shut down was restarted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk neighbor added; %a is operational

**Explanation** The router discovered a new AppleTalk router on the network.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk neighbor up; %a has restarted

**Explanation** A neighboring router to which this router previously lost connectivity reappeared on the network.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network added; %A via %a (%d hop %s)

**Explanation** A new AppleTalk route was learned. The message indicates the source of the route and its distance in hops.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network down; %A reported bad by %a

**Explanation** A router went down somewhere on the AppleTalk network. The indicated peer notified this router of the change.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network down; interface to %A disabled

**Explanation** A connected route is being advertised as down (also known as otify neighbor) because the configured interface is no longer operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk network up; %A via %a (%d hop %s)

**Explanation** A routing update was received for a previously suspect route.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk node %a misconfigured; reply has been broadcast

**Explanation** An AppleTalk node sent a GetNet Info request to this router specifying an invalid network number for the source of the GetNet Info request. This situation occurs when an AppleTalk end node is moved to another network and is therefore misconfigured for the current network.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: AppleTalk node up; using address %A

**Explanation** No hint address or a bad hint address was specified. This message indicates which AppleTalk address will be used for the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: MacIP server operational, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server is fully initialized and is ready to accept client requests. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: %s: MacIP server shutting down, %i

**Explanation** If the appletalk event-logging command is configured, this message appears on the console when a MacIP server is no longer operational for any reason. MacIP servers shut down in response to MacIP configuration changes or errors, or a change in the condition or configuration of an AppleTalk or IP interface for which the MacIP server is providing service. The AppleTalk zone served by the MacIP server replaces the zone specified in the appletalk zone command. The IP address configured on the MacIP server replaces the IP address configured by the ip address command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk network deleted; %#A removed from routing table

**Explanation** A route on the AppleTalk network aged out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk proxy defined; zone %s using network %#A

**Explanation** This message reports the zone name and network number that are being advertised to support the appletalk nbp-proxy command.

**Recommended Action** When proxy service is initiated, this message is generated each time the appletalk nbp-proxy command is issued. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk proxy deleted; zone %s freed network %#A

**Explanation** A previously configured Name Binding Protocol (NBP) proxy was deleted. The router can no longer convert NBP requests to a format understood by routers that support only the original AppleTalk specification.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk zone added; zone %\*s defined

**Explanation** A new AppleTalk zone was created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: AppleTalk zone deleted; zone %s released

**Explanation** The router removed an unused zone from the zone table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: NBP registration of %s at [%s] pending

**Explanation** A name registration call is being performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: Neighbor entry for %a deleted

**Explanation** The clear appletalk neighbor command displays this command when it completes successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AT-6-UNAVAILABLE: Route to %A has gone bad

**Explanation** The system did not detect a route within the required timeout period. Therefore, the route is marked as bad. A network might have become unreachable for some reason, perhaps because of a broken connection. This message does not necessarily indicate an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AT-7

**Error Message** %AT-7-UNAVAILABLE: AppleTalk bug: %s

**Explanation** The software detected an unexpected condition. The router takes corrective action and continues.

**Recommended Action** Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

**Error Message** %AT-7-UNAVAILABLE: AppleTalk debug: %s

**Explanation** This message is generated by a debug command and provides additional information about an AppleTalk condition.

**Recommended Action** Copy the message exactly as it appears, note any AppleTalk problems you experience, and call your technical support representative.

# ATM Messages

This section contains ATM messages.

## ATM-1

**Error Message** %ATM-1-ISSU\_NOMEMORY: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %ATM-1-UNAVAILABLE: Unit %d, not enough interface memory

**Explanation** The specified ATM interface hardware has run out of interface memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## ATM-3

**Error Message** %ATMPA-3-CMDFAIL: %s Command Failed at %s - line %d, arg %d

**Explanation** The port adapter failed to process a command. A possible reason for this condition is an OIR operation was performed of a line card or port adapter and RP was in the process of executing commands. If this message is seen during any other time, it indicates a software problem.

**Recommended Action** If this message appeared while an OIR operation was being performed of a port adapter or line card, and if the slot or bay number in the message text corresponds to the removed hardware, this message indicates normal system operation and no action is required. Otherwise, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs

**Error Message** %ATM-3-UNAVAILABLE: ATM ISSU: send message failed, rc = %d

**Explanation** The sending of a message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: %s %s:%d

**Explanation** Internal Error (see message) occurs during ILMI Primary to Secondary Sync

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: %s [%08X=%s] %s:%d

**Explanation** Internal Error (see message) occurs during ILMI Primary to Secondary Sync

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to create VC on Interface %s

**Explanation** Either the configuration contains invalid traffic shaping parameters or the software ran out of rate queues.

**Recommended Action** Check the configuration for errors.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to create VC on Interface %s

**Explanation** The ATM subsystem ran out of internal resources necessary to create a new virtual circuit. This may indicate a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to create VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

**Explanation** This message can occur for the following unrelated reasons. Each reason is accompanied by a recommended action. The virtual circuit descriptor (VCD) exceeded the maximum available memory. - Use a smaller VCD number. Address Resolution Protocol (ARP) is allowed only on AAL5-SNAP virtual circuits. - Change the encapsulation to AAL5SNAP. The virtual path identifier-virtual channel identifier (VPI-VCI) pair or the VCD is already in use. - Try

using a different VPI-VCI or VCD number. Only one virtual channel connection (VCC) is allowed on a point-to-point interface. - Try using a different subinterface. AAL3/4-SMDS virtual circuit must be the only virtual circuit on an interface. - Turn off AAL3/4. AAL3/4-SMDS MID exceeds the maximum. - Try a smaller Multiplex ID (MID) value. Switched Multimegabit Data Service (SMDS) is not enabled. - Enable SMDS. The driver failed to accept the virtual circuit. - Try initiating the virtual circuit again.

**Recommended Action** If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to modify VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

**Explanation** ATM failed to modify QoS params on a VC

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: ATM failed to remove VC(VCD=%d, VPI=%d, VCI=%d) on Interface %s, (Cause of the failure: %s)

**Explanation** This message can occur for the following reason. When the PVC configuration parameters are changed it is recreated, during recreation if the removal of PVC from the PA fails, this message is generated. If after generation of this error message if the PVC still remains in INACTIVE state give shut/no shut on the interface.

**Recommended Action** If none of the previous actions fix the problem, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message** %ATM-3-UNAVAILABLE: Interface %s: Total %s allocation %u%s exceeded maximum %s of %u%s.

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-3-UNAVAILABLE: MLPoATM not configured properly on Link %s Bundle %s : %s

**Explanation** The configuration of MLPPP-over-ATM (MLPoATM) on the ATM PVC is either incorrect or incomplete.

**Recommended Action** Ensure that the queueing strategy on the ATM interface is per VC queueing and queueing algorithm is FIFO. To verify the configuration, use the **show interface atm** and **show running-config virtual-template** commands.

## ATM-4

**Error Message** %ATM-4-UNAVAILABLE: %s: failed, rc=%s

**Explanation** The transform has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-4-UNAVAILABLE: atm-issu-compat: returned FALSE

**Explanation** The compatibility checking has failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-4-UNAVAILABLE: %s [%08X=%s] %s:%d

**Explanation** Recoverable Internal Error (see message) occurs during ILMI Primary to Secondary Sync

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-4-UNAVAILABLE: (%d/%d/%d:%d): %s. Please verify peer UNI version

**Explanation** The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

**Recommended Action** The peer equipment needs to be upgraded in order to communicate with this system.

**Error Message** %ATM-4-UNAVAILABLE: Call from: ATM NSAP - %s has mismatched PDU size - forward size is %d - backward size is %d, int %s PDU size %s %s

**Explanation** The calling or called party has a maximum transmission unit (MTU) size configured that is different from the MTU size on the current interface.

**Recommended Action** Either change the configured MTU size on the current interface to that of the caller's or called party's interface, or change the caller's or called party's interface to match the current interface.

**Error Message** %ATM-4-UNAVAILABLE: ILMI(%s): Restarting ATM signalling and ILMI. Keepalive failure detected.

**Explanation** Adjacent peer device is not responding to ILMI Keepalive polling.

**Recommended Action** Check the connection of the ATM interface and the status of the adjacent peer device. Correct them if necessary. Wait and check if ILMI Keepalive comes up again. If the problem persists, copy this warning message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATM-4-UNAVAILABLE: ILMI(%s): Restarting ATM signalling and ILMI. Peer Configuration change detected.

**Explanation** Configuration of adjacent peer device has been changed.

**Recommended Action** Wait for the interface to restart itself.

**Error Message** %ATM-4-UNAVAILABLE: VPI/VCI range parameters are dis-joint on %s

**Explanation** MinSvccVci MaxVci, after negotiation with the peer through ILMI.

**Recommended Action** Disable auto-cinfiguration on both sides and change the port configuration appropriately so that SVCCs can be setup.

**Error Message** %ATM-4-UNAVAILABLE: clearing stuck VCD %d from map on %s

**Explanation** A SVC map entry has a stuck VCD attached to it, which has been previously cleared in the driver.

**Recommended Action** No action required as the stuck VCD condition is detected and cleared.

## ATM-5

**Error Message** %ATM-5-UNAVAILABLE: %s

**Explanation** Informational Message for ILMI Redundency Support

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-5-UNAVAILABLE: Address registration on %s is enabled.

**Explanation** The command just entered enables atm address registration.

**Recommended Action** No action required.

**Error Message** %ATM-5-UNAVAILABLE: Changing VC %d/%d VC-state to %s

**Explanation** The ATM VC is either created, removed, activated, or deactivated.

**Recommended Action** No action required if status change is intended, otherwise the cause for status change may deserve to be noticed. shut/no shut CLI command deactivates/activates VC.

**Error Message** %ATM-5-UNAVAILABLE: ILMI(%s): %s

**Explanation** Informational Message for ILMI Redundancy Support

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATM-5-UNAVAILABLE: New access filter setting will be applied to registration of new addresses on %s.

**Explanation** The command just entered sets up new ilmi access filter for address registration. It only affects new addresses to be registered. The addresses already registered will not be affected.

**Recommended Action** Shut/no shut on this interface to restart address registration if need to remove addresses already registered but not permitted by the new access filter.

**Error Message** %ATM-5-UNAVAILABLE: New global default access filter setting will be applied to registration of new addresses on interfaces using global default access filter.

**Explanation** The command just entered sets up new global default access filter for address registration. It only affects new addresses to be registered on interfaces using the global default. The addresses already registered will not be affected.

**Recommended Action** Shut/no shut on desired interfaces to restart address registration if need to remove addresses already registered but not permitted by the new global default access filter.

**Error Message** %ATM-5-UNAVAILABLE: Restarting ATM signalling and ILMI on %s.

**Explanation** The command just entered causes ATM Soft Restart.

**Recommended Action** Stand by and let ATM Signalling and ILMI to restart.

## ATM-6

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto configuration already disabled.

**Explanation** Atm auto-configuration has been enabled already. 'no atm auto-configuration' command just entered is ignored.

**Recommended Action** No action required.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration already enabled.

**Explanation** Atm auto-configuration has been enabled already. 'atm auto-configuration' command just entered is ignored.

**Recommended Action** No action required.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration cannot be enabled.The interface has VC configuration which cannot be supported with Auto-configuration enabled

**Explanation** Auto-configuration cannot be enabled if there are some conflicting configuration on an interface. Like if there are VCs with vpi 255, auto-configuration cannot be done till these VCs are removed, as with auto-configuration enabled vpi 255 cannot be supported.

**Recommended Action** Undo the conflicting configuration on the interface for this command to succeed.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): Auto-configuration is disabled, current interface parameters will be used at next interface restart.

**Explanation** The command just entered causes auto-configuration to be disabled, the most recently entered interface parameters will be used at next interface restart.

**Recommended Action** Be aware of what parameteres have been configured.

**Error Message** %ATM-6-UNAVAILABLE: ILMI(%s): This command does not apply to internal terminating port.

**Explanation** Internal terminating does not need to be configured with this command. The command just entered is ignored.

**Recommended Action** No action required.

## ATMCES-1

**Error Message** %ATMCES-1-UNAVAILABLE: Invalid Port Adapter Hardware Type Type=%d

**Explanation** Port Adapter ID was not correct.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The 1575 device could not be initialized on bay %d, shutting down bay

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The 1575 device failed to create VC %d, file:%s line:%d

**Explanation** The Port Adapter encounters errors in setting up VC

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The 1575 device not totally clean in removing VC %d, file:%s line:%d

**Explanation** The Port Adapter encounters errors in shut vc. May affect future VC creation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-1-UNAVAILABLE: The Slave device could not be initialized on bay %d, shutting down bay

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCES-3

**Error Message** %ATMCES-3-UNAVAILABLE: Couldn't configure the Altera, DIO not reset

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-3-UNAVAILABLE: Couldn't get bridge configuration: %s

**Explanation** Bridge configuration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-3-UNAVAILABLE: Couldn't initialize the Altera, DIO not set

**Explanation** The Port Adapter has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCES-3-UNAVAILABLE: Device reported %08x

**Explanation** PCI device ID was not correct.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-2

**Error Message** %ATMCORE-2-UNAVAILABLE: %s

**Explanation** The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-3

**Error Message** %ATMCORE-3-UNAVAILABLE: %s

**Explanation** The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-4

**Error Message** %ATMCORE-4-UNAVAILABLE: %s

**Explanation** The ATM core subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCORE-4-UNAVAILABLE: %s

**Explanation** This warning is generated by the ATM core subsystem to the user. This could arise because the user request may not be granted due to some existing configuration on the device. This message serves as an alert to the user. This message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCORE-4-UNAVAILABLE: Configuration Error: %s

**Explanation** This message indicates a configuration error. The message will display more specific information about the problem location.

**Recommended Action** Change the configuration to correct the error.

## ATMCORE-RED-2

**Error Message** %ATMCORE\_RED-2-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMCORE\_RED-3-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-RED-3

**Error Message** %ATMCORE\_RED-3-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMCORE-RED-4

**Error Message** %ATMCORE\_RED-4-UNAVAILABLE: %s

**Explanation** The ATM core redundancy subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-1

**Error Message** %ATMLC-1-UNAVAILABLE: The ATM line card in slot %d failed to initialize (cause %s)

**Explanation** The ATM linecard has failed its initialization as indicated in the message. The problems can be one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card

memory, 4) PCI bus timeout, 5) failure of downloading ATM SAR firmware to the SAR devices, or 6) ATM SAR device (reassembler or segmenter) does not boot up or does not respond to configuration commands.

**Recommended Action** Consult your line card installation and configuration guide and make sure the line card is properly installed and configured. If the line card is properly installed, perform an online insertion and removal (OIR) on the line card, either via a physical removal and insertion, or via the hw-module slot [slot#][stoplstart] command. If the OIR does not work, try to reload the system if possible to bring the system offline. If the problem persists, the message indicates an unrecoverable hardware failure. Copy the error message exactly as it appears on the console or in the system log and call your Cisco technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-3

**Error Message** %ATMLC-3-UNAVAILABLE: The ATM line card in slot %d encountered a hardware failure: %s

**Explanation** The ATM line card has encountered a hardware failure and should be deactivated. The problem can be any one of the following: 1) memory allocation failure for control data, 2) framer, ATM SAR devices, or line card FPGA access failure, 3) uncorrectable multi-bit ECC errors in line card memory, 4) PCI bus timeout, 5) ATM SAR device (reassembler or segmenter) does not respond to configuration commands, or 6) unrecoverable data corruption/parity error.

**Recommended Action** The message indicates a hardware failure. The line card may have been deactivated by the system. Perform a line card online insertion and removal(OIR) to confirm that the problem persists. If the problem persists, copy the error message exactly as it appears on the console or in the system log. Enter show c7300, show diag slot-number, show c7300 errorlog slot, show interface atm, and show controller atm and provide the gathered information to your technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-4

**Error Message** %ATMLC-4-UNAVAILABLE: Interface ATM%d/%d, received SONET/SDH alarm: %s

**Explanation** The ATM framer interface received SONET/SDH alarm(s) as indicated in the message.

**Recommended Action** SONET/SDH alarms may occur when the line card is initializing and negotiating clocking with the peer. In this situation, the alarms will be cleared and the error message is used only to provide information. If the message continues to appear after the line card is initialized and the connection is set up, use the `show controller atm` command to check the framer alarms. If the alarms from `show controller atm` do not disappear, ensure that the optical fiber cable is not broken and is properly inserted and that the far end of the peer is not malfunctioning. If the error message persists, the message should reflect the alarm conditions of the SONET/SDH-based network. In this scenario, the alarm was sent by a far-end entity and the source and purpose of the alarm should be investigated by a network administrator if not already known. If you think the message itself is being received in error, copy the message exactly as it appears on the console or in the system log and capture the output of the `show c7300` and the `show controller atm` commands. Call your Cisco technical support representative and provide the representative with the gathered information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMLC-6

**Error Message** %ATMLC-6-UNAVAILABLE: Interface ATM%d/%d, changed clock source to %s

**Explanation** The clock source of the ATM interface changed to either line clock or internal clock as indicated in the message. If the ATM interface is configured for line clocking and receives SONET/SDH alarms including one of loss of signal (LOS), loss of frame (LOF), and line alarm indication (Line AIS), the interface will first change to internal clock before changing back to line clock when the alarms are cleared. If the ATM interface is configured for internal clocking, the SONET/SDH alarms will not cause any clocking change. This message shows the run-time clock source changes on an ATM interface while the `show controller atm` command always shows the user-configured clock source.

**Recommended Action** No action is required.

## ATMCO31

**Error Message** %ATMOC3-1-UNAVAILABLE: %s error.

**Explanation** A non-recoverable error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMOC3-1-UNAVAILABLE: %s traffic type not allowed in a PVP.

**Explanation** This traffic type cannot be configured in a PVP.

**Recommended Action** Either change the traffic type of this VC or remove it from the PVP.

**Error Message** %ATMOC3-1-UNAVAILABLE: %s, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMOC3-1-UNAVAILABLE: Failed to activate F4 %s VC. PVP %d.

**Explanation** The required control VC was not established.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMOC3-1-UNAVAILABLE: The ATM Network Module in slot %d is incompatible with the PCMCIA controller in the router.

**Explanation** The PCMCIA controller is down level.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message** %ATMOC3-1-UNAVAILABLE: The Network Module in slot %d did not initialize.

**Explanation** The Network Module has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMOC3-1-UNAVAILABLE: The Network Module in slot %d failed to initialize (cause %s).

**Explanation** The Network Module has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMOC3-1-UNAVAILABLE: The network module hardware reports an invalid %s device id of %#x.

**Explanation** The ATMOC3 network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMPS-0

**Error Message** %ATMPA-0-UNAVAILABLE: misc\_cntl\_reg %#x. Resetting the OC12 PA...

**Explanation** The ASIC that interfaces the SAR engines to the VIP4 packet switching and routing processor has encountered an error that has caused it to fail. As its main function, this ASIC supports the SARs by implementing the cell and packet buffering scheme that is expected on the Port 1 interface, and by managing the commands and indications sequences on the Port 2 interface.

**Recommended Action** The OC-12 reboots itself. May need to do clear int

## ATMPS-1

**Error Message** %ATMPA-1-UNAVAILABLE: %s control memory bad

**Explanation** A memory test failed within the PCI control memory. This probably indicates a memory chip has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-1-UNAVAILABLE: %s failed to send report %d at %s - line %d

**Explanation** The port adaptor failed to send a report from vip.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-1-UNAVAILABLE: %s vc %d received a giant packet size %d - %08x %08x %08x %08x %08x

**Explanation** The port adaptor received a giant packet.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-1-UNAVAILABLE: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

**Explanation** The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

**Error Message** %ATMPA-1-UNAVAILABLE: register %08x write value 0x%02x but read 0x%02x

**Explanation** The port adaptor failed to write a register.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## ATMPS-2

**Error Message** %ATMPA-2-UNAVAILABLE: Slot %d device is invalid (ID %#x)

**Explanation** The ATM Deluxe PCI driver found an incorrect PCI device ID during initialization. This could mean that a hardware failure caused an actual failure to read the ID, or that the software needs to be upgraded to support hardware that did not exist yet at the time the software was written.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-2-UNAVAILABLE: ti1570\_vc\_setup failed. (vp\_count %d max\_vp %d) .

**Explanation** Attempt has been made to create more Virtual Paths than the maximum configured Virtual Paths.

**Recommended Action** ATM-Light supports 6 Virtual Paths by default. The default value can be changed using interface config command **atm vc-per-vp xxx**. Decrease the vc-per-vp value to increase the number of Virtual Paths that can be created.

## ATMPS-3

**Error Message** %ATMPA-3-UNAVAILABLE: %s Command Failed at %s - line %d, arg %d

**Explanation** The port adapter failed to process a command. A possible reason for this condition is an OIR operation was performed of a line card or port adapter and RP was in the process of executing commands. If this message is seen during any other time, it indicates a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: %s Have to close all VCs before modifying the VP tunnel %d

**Explanation** The VP Tunnel has open VCs associated with it.

**Recommended Action** Remove all the VCs associated with the VP tunnel before modifying the VP.

**Error Message** %ATMPA-3-UNAVAILABLE: %s Runs out of VP space for vpi %d

**Explanation** Unable to get a driver VP control block, neither from inuse\_q nor from virgin\_q. So, we cannot Setup a new Vp nor a new VC.

**Recommended Action** To increase the number of VPs configurable on PA-A3-OC12 we can use 'atm vc-per-vp' interface configuration command. So the recommended action here is to set the appropriate value in 'atm vc-per-vp'.

**Error Message** %ATMPA-3-UNAVAILABLE: %s SAR doing %s error: %s

**Explanation** ATM driver SAR operation error.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s SAR firmware checksum error (expected 0x%04x, obtained 0x%04x)

**Explanation** CM622 ATM SAR firmware checksum errors.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s Tx Indication FIFO full.

**Explanation** TX Indication FIFO full. From TX FPGA.

**Recommended Action** None. The OC-12 reboots itself.

**Error Message** %ATMPA-3-UNAVAILABLE: %s bad vcd %d packet - %08x %08x %08x %08x %08x %08x

**Explanation** The port adaptor received packet on a non-existent vc.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-3-UNAVAILABLE: %s tx cmd ack error (%#x), vcd %d.

**Explanation** Error while processing the Tx Ack cmd.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: Platform Setup\_vc failed for %d/%d, vcd %d

**Explanation** RSP Platform Setup VC failed.

**Recommended Action** Turn on debug atm error on platform console and see why.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: Platform Setup\_vp failed for vpi %d

**Explanation** RSP Platform Setup VP failed.

**Recommended Action** Turn on debug atm error on platform console and see why.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: SAR%d Chip Crashdump:

**Explanation** The SAR chip crashed and interface is being reset.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the 'sh cont atm xxx' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: bad rx particle 0x%08x flags 0x%08x index %d

**Explanation** The PA host driver detected a duplicate rx host buffer returned

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: bad tx packet on vcd %d size %d

**Explanation** The PA host driver detected a bad tx host buffer with size 0

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: receive freeze %d

**Explanation** This message indicates excessive traffic congestion on the ATM interface may have resulted in cell loss. The PCI-ATM interface's cell buffers were full when a cell arrived on the interface, resulting in a receive freeze condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: %s: transmit freeze %d

**Explanation** This message indicates the PCI-ATM interface had to stop the transmitter while waiting for data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: ATMPA (bay %d), Init Failed at %s - line %d

**Explanation** The port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-3-UNAVAILABLE: In file %s - line %d

**Explanation** Cannot create the CM622 Process Agent process, which is a temp process to download firmware.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: Interface %s: %s command not supported

**Explanation** An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

**Recommended Action** Check the configuration and try again, avoiding unsupported features.

**Error Message** %ATMPA-3-UNAVAILABLE: Only %x bytes of memory available for %s

**Explanation** The port adaptor needs more PCI memory. The installed amount is less than required by the drivers for packet buffers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: RX DMA entry %x not going inactive

**Explanation** A receive DMA channel failed to deactivate during shutdown of a virtual circuit. This failure could originate in hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: Slot %d device is not TI1570 (ID %#x)

**Explanation** The driver found a device type other than what it expected in the specified PCI slot. If the device is a TI1570 then a hardware failure may have occurred.

**Recommended Action** Power down the system, re-seat the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: Slot %d device is not a valid PCI device vendor ID used onOC-12 PA (ID %#x)

**Explanation** The driver found a device type other than what it expected in the specified PCI slot.

**Recommended Action** Power down the system, re-seat the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: TI1570 unit %s: PCI parity error (0x%08x)

**Explanation** A parity error occurred on the PCI bus. This probably indicates an existing or developing hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: TX CMD %d failed for vcd %d.

**Explanation** Failure while processing a Batman tx SAR cmd or unable to perform a cmd ack.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

**Error Message** %ATMPA-3-UNAVAILABLE: TX DMA not flushed

**Explanation** A transmit DMA channel failed to flush its buffers during shutdown of an ATM interface. This failure could originate in hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMPA-3-UNAVAILABLE: found %d interfaces on bay %d (device ID %08X)

**Explanation** The software could not identify the interface card.

**Recommended Action** Power down the system, reseat the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMPS-4

**Error Message** %ATMPA-4-UNAVAILABLE: %s: Shaped peak rate adjusted to %d

**Explanation** CM622 only allows shaped rate up to half of line rate.

**Recommended Action** You can either specify a value within range or use the adjusted value

**Error Message** %ATMPA-4-UNAVAILABLE: RX SAR cmd %s error: %s (indication=0x%08x 0x%08x 0x%08x)

**Explanation** ATM driver RX SAR indication errors.

**Recommended Action** Enable 'debug atm events' & gather the log. Issue the 'sh tech-support' command to gather data that may help to determine the nature of error. Call your Cisco technical support representative and provide representative with the gathered information.

## ATMPS-5

**Error Message** %ATMPA-5-UNAVAILABLE: ti1570\_vc\_setup failed. (vci %d of the lastvpi %d exceeds (vc-per-vp - 3)).

**Explanation** The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Avoid try different vci/vpi combinations.

## ATMPS-7

**Error Message** %ATMPA-7-UNAVAILABLE: %s 0x%08x, %s 0x%08x, %s 0x%08x

**Explanation** SAR APU Registers dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: %s 0x%08x, %s 0x%08x, %s 0x%08x, %s 0x%08x

**Explanation** SAR CW4010 Registers dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 00 0x%08x, 01 0x%08x, 02 0x%08x, 03 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 04 0x%08x, 05 0x%08x, 06 0x%08x, 07 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 08 0x%08x, 09 0x%08x, 10 0x%08x, 11 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ATMPA-7-UNAVAILABLE: 12 0x%08x, 13 0x%08x, 14 0x%08x, 15 0x%08x

**Explanation** SAR Misc. dump

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## ATMSIG-3

**Error Message** %ATMSIG-3-UNAVAILABLE: %s

**Explanation** An internal software error or unexpected condition occurred during PNNI (Connection/Path) Trace related processing

**Recommended Action** Show atm pnni trace information. Also gather information about where/how trace was initiated, and for what type of VC. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: 1st halfLeg failed, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: 2nd halfLeg failed, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) SVC wav1 del failed:svc 0x%x

**Explanation** A software error occurred during closure of an SVC. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) SVC wav1 ins failed:svc 0x%x

**Explanation** A software error occurred during creation of an SVC. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) avl prty del failed:svc 0x%x party 0x%x

**Explanation** A software error occurred during removal of a party from a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s %d,%d - %04d/%02d) avl prty ins failed:svc 0x%x party 0x%x

**Explanation** A software error occurred during addition of a party to a point-to-multipoint call. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s)

**Explanation** A software error occurred during addition of a member to a closed user group. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: ATMSIG(%s)

**Explanation** A software error occurred during removal of a member from a closed user group. Other error messages appearing immediately prior to this one may be related.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Assertion failed: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Cannot find a Callref value to allocate: %s

**Explanation** This indicates an internal software error, probably including memory exhaustion.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Duplicate LISTEN by %s for existing NSAP %s owned by %s

**Explanation** An application attempted to either LISTEN on an NSAP owned by another application or to LISTEN for the same NSAP twice

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Invalid msg from routing/pnni : %s

**Explanation** This message indicates an error in the PNNI routing subsystem. It could be caused by an internal software error or by bad control information received from peer equipment. The message will contain additional information that can help locate the cause. Any message with 'NULL' probably indicates a problem with this system, others probably point at the peer equipment.

**Recommended Action** Check this system and the peer equipment for any obvious errors. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Signalling control block initialization failure, %s

**Explanation** An internal software or resource error occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: Xconnect failed, %s

**Explanation** An internal software error occurred during installation of an SVC cross-connect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: halfLeg removal failed, %s

**Explanation** An internal software error occurred. This message should only be displayed when verbose debugging is enabled for an SVC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: no SVC, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSIG-3-UNAVAILABLE: process\_enqueue failed, %s

**Explanation** An internal software error occurred while handling a user request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSIG-4

**Error Message** %ATMSIG-4-UNAVAILABLE: Configuration Error: %s %s

**Explanation** This message indicates a configuration error in the ATM Signaling subsystem. The message will display more specific information about the problem location.

**Recommended Action** Change the configuration to correct the error.

## ATMSPA-2

**Error Message** %ATMSPA-2-UNAVAILABLE: %s - Init Failed return code: %u

**Explanation** The SPA failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

**Recommended Action** Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

## ATMSPA-3

**Error Message** %ATMSPA-3-UNAVAILABLE: %s %s %s: %d

**Explanation** Traffic shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

**Recommended Action** Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** A datapath protocol violation or sequence error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** The specified error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** The specified hardware error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s Error 0x%x %s

**Explanation** The specified software error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: %s: VC queue configuration failed due to un-initialized queue table(global identifier %d)

**Explanation** Software configuration of a VC queue failed due to un-initialized queue table.

**Recommended Action** Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the error message exactly as it appears, and report it to your technical support representative. Also supply a 'show tech-support' at that time.

**Error Message** %ATMSPA-3-UNAVAILABLE: Cannot perform the requested FPD update operation because %s in subslot %u/%u has incompatible HW version %u.%u with FPD image version %d.%d for FPD ID %d. Only image version greater than %u.%u can be used in the update operation of %s with HW version greater than %u.%u.

**Explanation** The version of the FPD image from the FPD image bundle or package is not compatible with the HW version of the target card

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-UNAVAILABLE: occurred on %s. Resetting SPA

**Explanation** The SPA has been reset due to a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific nature of the error.

**Recommended Action** If the SPA is reset more than once, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

## ATMSPA-4

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VC setup command received on the LC for an existing VC (VCD %d)

**Explanation** A command to set up a VC has been received for a VC that has already been set up. The VC has already been configured by a previous setup VC command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VC tear down command received on the LC for a non-existing VC (VCD %d)

**Explanation** The VC does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VP setup command received on the LC for an existing VP (VPI %d)

**Explanation** A command to set up a VP has been received for a VP that has already been set up. The VP has already been configured by a previous setup VP command from the RP. A duplicate setup command may indicate that the RP did not receive a response from the LC for the previous setup command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-4-UNAVAILABLE: %s: VP tear down command received on the LC for a non-existing VP (VPI %d)

**Explanation** The VP does not exist on the LC. Most likely, it has been torn down by a previous teardown command from RP. A duplicate teardown command may indicate that the RP did not receive a response from the LC for the previous teardown command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSCOP-3

**Error Message** %ATMSCOP-3-UNAVAILABLE: INIT SSCOP - Intf : %s, Event : %s, State : %s.

**Explanation** A software error occurred in the ATM SSCOP subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSCOP-4

**Error Message** %ATMSCOP-4-UNAVAILABLE: (%s): %s. Please verify peer UNI version

**Explanation** The ATM peer equipment appears to be running an old version of ATM UNI. Communication with it is not possible.

**Recommended Action** The ATM peer equipment may need attention. Please verify its UNI version is at least 3.1, and upgrade if necessary.

## ATMSSCOP-5

**Error Message** %ATMSSCOP-5-UNAVAILABLE: - Intf : %s, Event : %s, State : %s.

**Explanation** This message indicates a routine step of the ATM SSCOP initialization sequence.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMPA Messages

**Error Message** %ATMPA-1-INVALIDCONFIG: VIP2-40 and below only supports one OC-3 ATM PA. The other PA bay needs to be emptied in order for the ATM PA to function.

**Explanation** The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

**Error Message** %ATOM\_TRANS-3-INIT\_FAIL: Failed to start AToM Manager

**Explanation** Failed to start and initialize AToM Manager.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## ATMSPA Messages

This section contains ATM Shared Port Adapter (ATMSPA) messages.

### ATMSPA-2

**Error Message** %ATMSPA-2-INITFAIL: [chars] - Init Failed return code: [int]

**Explanation** The shared port adapter (SPA) failed to complete hardware initialization. One of the devices in the SPA failed to initialize successfully. Information about the failed device is specified in the message text on the console or in the system log.

**Recommended Action** Power down and reseal the indicated SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSPA-3

**Error Message** %ATMSPA-3-DATA\_ERROR: [chars] Error [hex] [chars]

**Explanation** A data path protocol violation or sequence error has been detected. The message text on the console or in the system log provides more information on the specific cause of the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-FATAL\_ERROR: occurred on [chars]. Resetting SPA

**Explanation** The shared port adapter (SPA) has been reset because of a critical error in one of its devices. The error could either be a single occurrence of an event or multiple occurrences within a period of time. The message text on the console or in the system log provides more information on the specific cause of the error.

**Recommended Action** If the SPA is reset more than once, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-FPD\_VER\_DEPENDENCY\_NOTE: Cannot perform the requested FPD update operation because [chars] in subslot [int]/[int] has incompatible HW version [int].[int] with FPD image version [dec].[dec] for FPD ID [dec]. Only image version greater than [int].[int] can be used in the update operation of [chars] with HW version greater than [int].[int].

**Explanation** The version of the field-programmable device (FPD) image from the FPD image bundle or package is not compatible with the hardware (HW) version of the target card.

**Recommended Action** If the SPA is reset more than once, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-GEN\_ERROR: [chars] Error [hex] [chars]

**Explanation** The error that is specified in the message has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-HW\_ERROR: [chars] Error [hex] [chars]

**Explanation** A hardware error has been detected. The message text on the console or in the system log provides more specific information about the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-QOS\_ALLOC\_FAILED: [chars] [chars] [chars]: [dec]

**Explanation** Traffic-shaping parameters could not be configured because the number of unique shaping parameters that are configured on the PVCs or PVPs in this specified ATM SPA is over the maximum limit. The maximum number of unique shaping parameters that can be configured on the PVCs or PVPs is 4096.

**Recommended Action** Ensure that the total number of unique shaping parameters that are configured on both PVCs and PVPs does not exceed the maximum limit of 4096.

**Error Message** %ATMSPA-3-SW\_ERROR: [chars] Error [hex] [chars]

**Explanation** A software error has been detected. The message text on the console or in the system log provides more specific information about the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATMSPA-3-VCQ\_ERROR: [chars]: VC queue configuration failed due to un-initialized queue table(global identifier [dec])

**Explanation** The software configuration of a virtual circuit (VC) queue failed because of an uninitialized queue table.

**Recommended Action** Attempt to perform a soft OIR operation by entering the command that is described in the shared port adapter software configuration guide. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATMSPA-4

**Error Message** %ATMSPA-4-VCSETUP: [chars]: VC setup command received on the LC for an existing VC (VCD [dec])

**Explanation** A command to set up a virtual circuit (VC) has been received for a VC that has already been set up and configured by a previous **setup** VC command from the RP. A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

**Recommended Action** No action is required.

**Error Message** %ATMSPA-4-VCTEARDOWN: [chars]: VC tear down command received on the LC for a non-existing VC (VCD [dec])

**Explanation** The virtual circuit (VC) does not exist on the line card. The VC probably has been torn down by a previous **teardown** command from the route processor (RP). A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

**Recommended Action** No action is required.

**Error Message** %ATMSPA-4-VPSETUP: [chars]: VP setup command received on the LC for an existing VP (VPI [dec])

**Explanation** A command to set up a virtual path (VP) has been received for a VP that has already been set up. The VP has already been configured by a previous **setup** VP command from the route processor (RP). A duplicate **setup** command may indicate that the RP did not receive a response from the line card for the previous **setup** command.

**Recommended Action** No action is required.

**Error Message** %ATMSPA-4-VPTEARDOWN: [chars]: VP tear down command received on the LC for a non-existing VP (VPI [dec])

**Explanation** The virtual path (VP) does not exist on the line card. The VP probably has been torn down by a previous **teardown** command from the route processor (RP). A duplicate **teardown** command may indicate that the RP did not receive a response from the line card for the previous **teardown** command.

**Recommended Action** No action is required.

## ATOM\_NP\_CLIENT Messages

This section contains Any Transport Over MPLS (AToM) NP client messages.

### ATOM\_NP\_CLIENT-3

**Error Message** %ATOM\_NP\_CLIENT-3-INFO: %s

**Explanation** ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

**Recommended Action** Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %ATOM\_NP\_CLIENT-3-NOMEM: %s

**Explanation** ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %ATOM\_NP\_CLIENT-3-UNAVAILABLE: %s

**Explanation** ATOM NP Client failed to initialize properly which will result in improper operation of Any Transport Over MPLS feature

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

## ATOM\_NP\_CLIENT-4

**Error Message** %ATOM\_NP\_CLIENT-4-WARN: %s %d %s

**Explanation** AToM Entry could not be added because: 1. Entry passed is invalid.

**Recommended Action** Try to reload the IOS image on the affected card or platform. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

## ATOM\_SEG Messages

This section contains Any Transport Over MPLS (AToM) Segment Handler messages.

### ATOM\_SEG-3

**Error Message** %ATOM\_SEG-3-UNAVAILABLE: Error freeing %s

**Explanation** ATOM Segment Handler error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_SEG-3-UNAVAILABLE: Illegal label %d update %s

**Explanation** AToM Segment Handler error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_SEG-3-UNAVAILABLE: Unsupported update %s

**Explanation** AToM Segment Handler error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ATOM\_TRANS Messages

This section contains Any Transport Over MPLS (AToM) Layer 2 messages.

## ATOM\_TRANS-3

**Error Message** %ATOM\_TRANS-3-UNAVAILABLE: %s

**Explanation** An action attempted by the layer 2 transport over MPLS implementation encountered an unexpected condition

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-3-UNAVAILABLE: Failed to allocate local label for peer:%i, vcid:%u

**Explanation** Failed to allocate local label for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-3-UNAVAILABLE: Failed to start AToM Manager

**Explanation** Failed to start and initialize AToM Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATOM\_TRANS-4

**Error Message** %ATOM\_TRANS-4-UNAVAILABLE: %s

**Explanation** AToM pseudowire uses undesirable configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ATOM\_TRANS-5

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Disposition disabled for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Disposition enabled for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Imposition disabled specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ATOM\_TRANS-5-UNAVAILABLE: %s

**Explanation** Imposition enabled for specified AToM VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUDIT Messages

This section contains audit messages.

### AUDIT-1

**Error Message** %AUDIT-1-UNAVAILABLE: Audit File Roll-over: %d

**Explanation** Audit Circular File Rolled Over.

**Recommended Action** Increase Audit filesize.

## AUDIT-3

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot create Audit file.

**Explanation** File system error while creating the audit file.

**Recommended Action** Check DISK filesystems on the router.

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot create Audit process.

**Explanation** Insufficient internal resource available to create process.

**Recommended Action** Check available memory on router.

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot resize Audit file.

**Explanation** File system error while resizing the audit file.

**Recommended Action** Check DISK filesystems on the router.

**Error Message** %AUDIT-3-UNAVAILABLE: Cannot write to Audit file.

**Explanation** File system error while writing to the audit file.

**Recommended Action** Check DISK filesystems on the router.

## AUDIT-5

**Error Message** %AUDIT-5-UNAVAILABLE: Auditing disabled

**Explanation** Audit was disabled on the router.

**Recommended Action** Check if Audit was disabled by someone authorized to do so

**Error Message** %AUDIT-5-UNAVAILABLE: Auditing enabled

**Explanation** Audit was enabled on the router.

**Recommended Action** Audit logs can be verified, if changes are valid

**Error Message** %AUDIT-5-UNAVAILABLE: Filesystem changed. Hash: %s

**Explanation** FLASH/DISK Filesystems on the router changed.

**Recommended Action** Check if it is a valid change.

**Error Message** %AUDIT-5-UNAVAILABLE: Hardware changed. Hash: %s

**Explanation** Hardware on the router changed.

**Recommended Action** Check if it is a valid change.

**Error Message** %AUDIT-5-UNAVAILABLE: Running Configuration changed. Hash: %s

**Explanation** Running Config on the router changed.

**Recommended Action** Check if it is a valid change in config.

**Error Message** %AUDIT-5-UNAVAILABLE: Running Version changed. Hash: %s

**Explanation** Running Version on the router changed.

**Recommended Action** Check if it is a valid change.

**Error Message** %AUDIT-5-UNAVAILABLE: Startup Configuration changed. Hash: %s

**Explanation** Startup config on the router changed.

**Recommended Action** Check if it is a valid change.

## AUTHMGR Messages

This section contains Auth Manager messages.

### AUTHMGR-5

**Error Message** %AUTHMGR-5-UNAVAILABLE: Authorization failed for client (%s) on Interface %s

**Explanation** Authorization was unsuccessful

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Authorization succeeded for client (%s) on Interface %s

**Explanation** Authorization was successful

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Interface %s unauthorized

**Explanation** Port has become unauthorized

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Security violation on the interface %s, new MAC address (%e) is seen.

**Explanation** A host on the specified interface is attempting to gain access into the network or is trying to authenticate in a host mode that does not support the number of hosts attached. This is treated as a security violation and the port has been error-disabled.

**Recommended Action** Ensure that the port is configured to support the number of hosts attached. Enter the **shutdown** command followed by **no shutdown** command to restart the port.

**Error Message** %AUTHMGR-5-UNAVAILABLE: Starting '%s' for client (%s) on Interface %s

**Explanation** Starting an authentication method

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-5-UNAVAILABLE: VLAN %d assigned to Interface %s

**Explanation** VLAN assignment

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTHMGR-7

**Error Message** %AUTHMGR-7-UNAVAILABLE: Authentication result '%s' from '%s' for client (%s) on Interface %s

**Explanation** Authentication result received from a method

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-7-UNAVAILABLE: Exhausted all authentication methods for client (%s) on Interface %s

**Explanation** All available authentication methods have been tried

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-7-UNAVAILABLE: Failing over from '%s' for client (%s) on Interface %s

**Explanation** Failing over from the current authentication method

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTHMGR-7-RESULT: Authentication result '[chars]' from '[chars]' for client ([chars]) on Interface [chars]

**Explanation** The authentication result and method are displayed for the client.

**Recommended Action** No action is required.

## AUTH\_MGR\_ISSU Messages

This section contains Auth Manager in-service software upgrade (ISSU) messages.

### AUTH\_MGR\_ISSU-2

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The Auth Mgr ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show `issu session` and `show issu negotiated capability`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-2-UNAVAILABLE: Auth Mgr ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTH\_MGR\_ISSU-3

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: 'Feature Id %d, Tag %d' is not supported by Auth Mgr ISSU client at peer

**Explanation** The Auth Mgr ISSU client at the peer supervisor is not compatible for this message type. The Auth Mgr client will be marked as incompatible with the peer.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client %s transform failed for 'Feature Id %d, Tag %d'. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Auth Mgr state between the active device and the standby device is not identical.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client 'Feature Id %d, Tag %d' is not compatible

**Explanation** The Auth Mgr ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client capability exchange result incompatible.

**Explanation** The Auth Mgr ISSU client capability exchange have negotiated as incompatible with the peer.

**Recommended Action** Show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client capability list is empty.

**Explanation** The Auth Mgr ISSU client capability exchange list size is invalid.

**Recommended Action** Show issu message group and issu session, and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client does not have a valid registered session.

**Explanation** The Auth Mgr ISSU client does not have a valid registered session.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client failed to get the MTU for Feature Id %d, Tag %d. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to calculate the MTU for the specified message. The Auth Mgr ISSU client is not able to send the message to the standby device.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTH\_MGR\_ISSU-3-UNAVAILABLE: Auth Mgr ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Auth Mgr ISSU client failed to unregister session information.

**Recommended Action** Show `issu session` and `show issu negotiated capability`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP Messages

This section contains Protocol Independent Multicast (PIM) version 2 Auto-Rendezvous Point (AUTORP) messages.

### AUTORP-2

**Error Message** %AUTORP-2-UNAVAILABLE: Error initializing the Auto-RP radix tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP-4

**Error Message** %AUTORP-4-UNAVAILABLE: AutoRP %s packet is received on interface %s with Source address=%i, Destination address=%i, TTL=%u, IP length=%u Datagram size/UDP length=%u

**Explanation** The AutoRP packet was received with wrong packet length. The packet has been dropped as it may be a malformed packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTORP-4-UNAVAILABLE: AutoRP %s packet, group %i with mask %i removed because of multicast boundary for %i with mask %i

**Explanation** The multicast boundary has a longer network mask than the AutoRP encoded group.

**Recommended Action** Use postive permit clauses in the AutoRP Access Control List

**Error Message** %AUTORP-4-UNAVAILABLE: Error expiring semi-static RP-mapping entry (%i/%d, RP:%i)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTORP-4-UNAVAILABLE: Error inserting a new entry into the RP-mapping radix tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP-5

**Error Message** %AUTORP-5-UNAVAILABLE: C-RP %i on interface %s has been removed

**Explanation** This is performed either because PIM is disabled on the interface or the interface card has been removed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %AUTORP-5-UNAVAILABLE: RP for %i/%d is now %i

**Explanation** A new RP has been elected for the subject group prefix

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTORP-6

**Error Message** %AUTORP-6-UNAVAILABLE: AutoRP RP-MAPPING IDB %s is deleted

**Explanation** The configured rp-mapping idb has been deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTOSHUT Messages

This section contains automatic shutdown (utoshut) messages.

### AUTOSHUT-4

**Error Message** %AUTOSHUT-4-MOD\_AUTOSHUT: Module [dec] shutdown automatically, reset [dec] times within [dec] minutes due to [chars].

**Explanation** This message includes information about the automatic shutdown of a module.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTOSHUT-5

**Error Message** %AUTOSHUT-5-MOD\_AUTOSHUT\_SLOW: Module [dec] reset frequency exceeded threshold but over [dec] minutes. Hence NOT powering down module.

**Explanation** The module's reset frequency has exceeded the threshold, but over a period more than the preset period.

**Recommended Action** No action is required.

## AUTOSEC-3

**Error Message** %AUTOSEC-3-UNAVAILABLE: Applying AutoSecure config to running-conf failed with error %d

**Explanation** Configuration of the AutoSecure session could not be applied to the running configuration

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## AUTOSEC-5

**Error Message** %AUTOSEC-5-UNAVAILABLE: AutoSecure is configured on the device

**Explanation** Security configuration of the device is done using AutoSecure.

**Recommended Action** Notification message only. No action required.

# BACKPLANE\_BUS\_ASIC Messages

This section contains backplane bus ASIC messages.

## BACKPLANE\_BUS\_ASIC-3

**Error Message** %BACKPLANE\_BUS\_ASIC-3-FAILURE\_INTR\_CFG: Failure to setup the Backplane Bus ASIC device interrupts.

**Explanation** The line card internal ASIC could not be initialized. As a result, the device has been disabled and the datapath will not be operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BACKPLANE\_BUS\_ASIC-4

**Error Message** %BACKPLANE\_BUS\_ASIC-4-DEV\_RESET: Backplane Bus Asic reset, interrupt [chars]

**Explanation** The backplane bus ASIC in the MSC/FlexWAN-ENH has received a fatal error. The ASIC will be reset and the MSC/FlexWAN-ENH will attempt to continue normal operation.

**Recommended Action** No action is required if traffic recovers. Otherwise, No action is required if traffic recovers. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %BACKPLANE\_BUS\_ASIC-4-EARL\_BUS\_SYNC\_ERR: Failed to sync Earl bus, Backplane Bus Asic version [dec]

**Explanation** The backplane bus ASIC in the line card failed to synchronize with the EARL bus.

**Recommended Action** If traffic recovers, no action is required. Otherwise, if the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.)

**Error Message** %BACKPLANE\_BUS\_ASIC-4-UNEXPECTED\_VERSION: Unexpected Backplane Bus ASIC version.

**Explanation** The line card is unable to recognize the version of the Hyperion ASIC.

**Recommended Action** No action is required if traffic passes through the line card. Otherwise, check the Bug Toolkit on Cisco's web site to determine a version in which the bug is fixed and upgrade accordingly. If traffic does not pass after the upgrade, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BACKPLANE\_BUS\_ASIC-5

**Error Message** %BACKPLANE\_BUS\_ASIC-5-BUS\_MODE\_CHANGE: The System Switching Bus Mode changed to %s mode

**Explanation** The System Switching Bus Interface device has changed switching bus modes.

**Recommended Action** The Supervisor has instructed this linecard to change the mode on the switching bus. No action is required from the user.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-BUS\_MODE\_CHANGE: The System Switching Bus Mode changed to [chars] mode

**Explanation** The supervisor engine has instructed this line card to change the mode on the switching bus.

**Recommended Action** No action is required.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-BUS\_SEQ\_ERR: Constellation bus Sequence Error. Resetting Backplane Bus Asic.

**Explanation** The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-DEV\_INIT\_FAILURE: The Backplane Bus Asic initialization failed

**Explanation** The backplane bus ASIC could not be initialized. As a result, this device is not operational and has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-DEV\_INTR\_INFO: [chars]

**Explanation** This message provides more information about the interrupts from the backplane bus ASIC to the line card CPU.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-DEV\_RESET\_INFO: [chars]

**Explanation** This message provides more information about the interrupts leading to the reset of the backplane bus ASIC.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %BACKPLANE\_BUS\_ASIC-5-MET\_TIMEOUT: Backplane Bus Asic MET table access timeout patch invoked

**Explanation** The linecard experienced an IO-BUS timeout while accessing the MET table. Recovery action taken.

**Recommended Action** No action is required if traffic recovers. Otherwise, enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-NULL\_DEV\_OBJECT: The Backplane Bus Asic device object pointer is set to NULL

**Explanation** The memory location of the backplane bus ASIC device object is invalid. The backplane bus ASIC operation is disabled and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BACKPLANE\_BUS\_ASIC-5-UNEXPECTED\_ERRMODE: Unexpected Backplane Bus Asic mode.

**Explanation** The linecard experienced an internal Backplane Bus Asic error condition when operating in flow through mode.

**Recommended Action** No action is required if traffic recovers. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

# BACKUP\_INTERFACE

**Error Message** %BACKUP\_INTERFACE-5-PREEMPT: Preempting interface %s in backup pair (%s, %s), preemption mode is %s

**Explanation** Preempting the current forwarding interface in the backup interface pair.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BAP-4

**Error Message** %BAP-4-UNAVAILABLE: %s %s %s in illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

**Error Message** %BAP-4-UNAVAILABLE: Failed to initialize AVL tree, BAP not started

**Explanation** BAP will not be operational and will not be negotiated.

**Recommended Action** Call your technical support representative and report the error message, the system version, and the router configuration. (Use the **show version** command to obtain the software version.)

# BCM Messages

This section contains Broadcom (BCM) switch messages.

## BCM-4

**Error Message** %BCM-4-UNAVAILABLE: Corrected ECC from L2 cache

**Explanation** A soft-parity error from the Layer 2 cache has been detected and corrected. Normal system operation should continue.

**Recommended Action** If there is a regular or sustained occurrence of this message, copy the error message exactly as it appears and report it to technical support representative.

**Error Message** %BCM-4-UNAVAILABLE: Corrected ECC from memory

**Explanation** A soft-parity error from the memory has been detected and corrected. Normal system operation should continue.

**Recommended Action** If there is a regular or sustained occurrence of this message, copy the error message exactly as it appears and report it to technical support representative.

## BCM3220-1

**Error Message** %BCM3220-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %BCM3220-3-UNAVAILABLE: CM trasmission error occurred.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_ownershiperror

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## BCM3220-3

**Error Message** %BCM3220-3-UNAVAILABLE: CM trasmission error occurred.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %BCM3220-3-UNAVAILABLE: msgtxt\_ownerror

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## BDOMAIN-3

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Security back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BDOMAIN-3-UNAVAILABLE: Bridge-domain MAC Table back-end subsystem did not initialize correctly (Reason: %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BEEP-3

**Error Message** %BEEP-3-UNAVAILABLE: %s %s

**Explanation** This is an internal BEEP library error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BEEP-3-UNAVAILABLE: %s at %s:%d

**Explanation** The BEEP subsystem had an error and may stop running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD Messages

This section contains Bidirectional Forwarding Detection (BFD) messages.

### BFD-3

**Error Message** %BFD\_CFG-3-MALLOC\_CFG: Malloc failure %s %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Chunk malloc failure - %s - 0x%X

**Explanation** chunk malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Client not found

**Explanation** client does not exist in client list

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Creation of BFD Private Buffer Pool failed

**Explanation** could not create private buffer pool

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed deleting node %x from wavl tree thread %d

**Explanation** wavl delete failed to a thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed initializing wavl tree.

**Explanation** wavl\_init failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed inserting node %x to wavl tree thread %d (%s)

**Explanation** wavl insert failed to a thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to create BFD IOU Process

**Explanation** IOU process failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to create BFD PP Process

**Explanation** pseudo-preemptive process failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to get kadis timer tick to start kadis timer.

**Explanation** kadis failed to get timer tick

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to malloc space for wavl tree.

**Explanation** wavl tree malloc failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Failed to start Kadis. Status %d

**Explanation** kadis failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Illegal interface %d%s

**Explanation** interface number is out of range for platform

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Interface %s(%d) already in use

**Explanation** interface number is already in use

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Invalid queue element - %s

**Explanation** invalid queue element

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Invalid version type

**Explanation** invalid version type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Neighbor address type not specified as ADDR\_IP(%d), %d

**Explanation** client called bfd\_neighbor with uninitialized addrtype

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: Unable to destroy %s %s

**Explanation** chunk destroy failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-3-UNAVAILABLE: bfd\_pak\_coalesce - %s failed

**Explanation** could not obtain or coalesce packet buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD-6

**Error Message** %BFD-6-UNAVAILABLE: BFD discriminators exhausted. No more sessions can be created.

**Explanation** Max. discriminators assigned

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-6-UNAVAILABLE: BFD transmit detected on standby

**Explanation** BFD packet transmission on standby

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD-6-UNAVAILABLE: Maximum session creation limit %d reached.

**Explanation** Max. sessions created

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# BFD\_CFG Messages

**Error Message** %BFD\_CFG-3-MALLOC: Malloc failure %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_CFG-3-WAVL\_DELETE: Wavl delete failed for %p

**Explanation** wavl delete failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_CFG-3-WAVL\_INIT\_FAIL: Failed initializing wavl tree

**Explanation** wavl\_init failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_CFG-3-WAVL\_INSERT\_FAIL: Wavl insert failed %s %s

**Explanation** wavl insert failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD FSM Messages

This section contains Bidirectional Forwarding Detection (BFD) Finite State Machine (FSM) messages.

### BFD FSM-3

**Error Message** %BFD FSM-3-UNAVAILABLE: Invalid current state 0x%X

**Explanation** state machine invalid state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: Invalid event\_id 0x%X

**Explanation** state machine invalid event

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: Invalid machine pointer 0x%X

**Explanation** state machine invalid pointer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: Unable to apply event 0x%08X

**Explanation** state machine transition failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD FSM-3-UNAVAILABLE: obj: [0x%08X] event\_id: [0x%08X] er\_p: [0x%08X] arg: [0x%08X] session state %s - %s

**Explanation** state machine invalid transition

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# BFD\_HA Messages

This section contains Bidirectional Forwarding Detection (BFD) high availability (HA) messages.

## BFD\_HA-2

**Error Message** %BFD\_HA-2-CF: [chars] [dec]

**Explanation** An error occurred with the CompactFlash device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_HA-2-RESOURCE: [chars]

**Explanation** An error occurred in a system resource.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_HA-2-RF: [chars] [dec]

**Explanation** An error occurred in the RF system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD\_HA-3

**Error Message** %BFD\_HA-3-DELSSESS: [chars] [dec]

**Explanation** An error occurred while deleting a session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD\_ISSU Messages

This section contains Bidirectional Forwarding Detection (BFD) in-service software upgrade (ISSU) messages.

## BFD\_ISSU-2

**Error Message** %BFD\_ISSU-2-GET\_BUFFER: BFD ISSU client failed to get buffer for message. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-INIT: BFD ISSU client initialization failed to [chars].  
Error: [dec] ([chars])

**Explanation** The BFD ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-SEND\_NEGO\_FAILED: BFD ISSU client failed to send negotiation message. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-SESSION\_NEGO: BFD ISSU client encountered unexpected client nego\_done. Error: [dec] ([chars])

**Explanation** An ISSU-compliant client transitions through a series of internal states. The BFD ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-2-SESSION\_REGISTRY: BFD ISSU client failed to register session information. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## BFD\_ISSU-3

**Error Message** %BFD\_ISSU-3-INVALID\_SESSION: BFD ISSU client does not have a valid registered session.

**Explanation** The BFD ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-3-MSG\_SIZE: BFD ISSU client failed to get the MTU for Message Type [dec]. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to calculate the MTU for the specified message. The BFD ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-3-SESSION\_UNREGISTRY: BFD ISSU client failed to unregister session information. Error: [dec] ([chars])

**Explanation** The BFD ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_ISSU-3-TRANSFORM\_FAIL: bfd ISSU client [chars] transform failed for message [dec]'. Error: [dec] ([chars])

**Explanation** The BFD ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the BFD state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

# BFD\_MAP Messages

**Error Message** %BFD\_MAP-3-MALLOC: Malloc failure %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-MALLOC\_MAP: Malloc failure %s %s

**Explanation** malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-WAVL\_DELETE: Wavl delete failed for %p

**Explanation** wavl delete failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-WAVL\_INIT\_FAIL: Failed initializing wavl tree

**Explanation** wavl\_init failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MAP-3-WAVL\_INSERT\_FAIL: Wavl insert failed %s %s

**Explanation** wavl insert failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## BFD\_MPLS Messages

**Error Message** %BFD\_MPLS-3-CFC\_REG\_FAIL: CFC registration failed rc %d

**Explanation** CFC registration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MPLS-3-CFC\_UNREG\_FAIL: CFC unregistration failed rc %d

**Explanation** CFC unregistration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_MPLS-3-TP\_LSP: Session not created for intf %s/lsp %d. In-label %u in use for intf %s/lsp %d

**Explanation** BFD session mismatch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## BFD\_SCALE Messages

This section contains Bidirectional Forwarding Detection (BFD) credit-based workload messages.

### BFD\_SCALE-6

**Error Message** %BFD\_SCALE-6-INSUFFICIENT\_RESOURCES: Configuration not changed, exceeds maximum resource limit.

**Explanation** The configuration could not be changed due to a resource limitation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_SCALE-6-RESOURCES\_EXHAUSTED: BFD adjacency can not be created due to resource limitation.

**Explanation** A BFD adjacency cannot be created due to a resource limitation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BFD\_TEST Messages

This section contains Bidirectional Forwarding Detection (BFD) test messages.

### BFD\_TEST-3

**Error Message** %BFD\_TEST-3-BAD\_ADDR\_TYPE: Invalid address type [dec]

**Explanation** The BFD test process detected an invalid address type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-BAD\_TYPE: Invalid session type [dec]

**Explanation** The BFD test process detected an invalid session type.

**Explanation** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_INIT\_FAIL: Failed initializing wavl tree.

**Explanation** The BFD test process was unable to initialize a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_INSERT\_FAIL\_IPV4: Failed inserting neighbor address %30i to wavl tree thread [dec]

**Explanation** The BFD test process was unable to insert an IPv4 node in a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_INSERT\_FAIL\_IPV6: Failed inserting neighbor address %30P to wavl tree thread [dec]

**Explanation** The BFD test process was unable to insert an IPv6 node in a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_TREE: Failed to malloc space for wavl tree.

**Explanation** The BFD test process was unable to allocate memory for a wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-3-WAVL\_WALK\_FAIL: wavl\_walk failed while walking wavl tree thread [dec] interface [dec]

**Explanation** A thread failed while walking the wrapped AVL (WAVL) tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BBFD\_TEST-7

**Error Message** %BFD\_TEST-7-FSM\_STATE: Session  
[[IP\_address],[IP\_address],[chars],[int]], event [chars], state [chars] ->  
[chars]

**Explanation** State information is shown in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BFD\_TEST-7-RCV\_START: First packet has come in.

**Explanation** The first packet has been received.

**Recommended Action** This is an informational message only. No action is required.

## BGP Messages

This section contains Border Gateway Protocol (BGP) messages.

### BGP-2

**Error Message** %BGP-2-INSUFMEM: Insufficient memory for [chars] entry

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## BGP-3

**Error Message** %BGP-3-ADDRROUTE: Unable to add route for [chars] to radix trie

**Explanation** An addition to the radix trie could not be completed because of an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-BADMASK: Attempt to install route for %i without valid mask in [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-BADROUITEMAP: Bad parameters in the route-map [chars] applied for [chars]

**Explanation** The route map contains incorrect entries.

**Recommended Action** Correct the route map.

**Error Message** %BGP-3-BGP\_INCONSISTENT: [chars] Inconsistent [chars]

**Explanation** An error was detected in a data structure. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-DELPATH: Attempted to delete path from an empty net for [chars]

**Explanation** A BGP path could not be deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-DELROUTE: Unable to remove route for [chars] from radix trie

**Explanation** The system was unable to delete a route from the radix trie.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-INSUFCHUNKS: Insufficient chunk pools for [chars], requested size [dec]

**Explanation** The static chunk pools size is too small.

**Recommended Action** Collect the chunk and BGP summary. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-INVALID\_MPLS: Invalid MPLS label ([dec]) received in update for prefix [chars] from [chars]

**Explanation** An invalid MPLS label was found in a received BGP message. This indicates that there is some problem on the remote router.

**Recommended Action** Check the configuration of the remote router.

**Error Message** %BGP-3-MARTIAN\_IP: [chars] Martian prefix [chars] in [chars]

**Explanation** A Martian prefix was found in the BGP message. This indicates that there is some problem on the remote router.

**Recommended Action** Check the configuration of the remote router.

**Error Message** %BGP-3-MAXPFEXCEED: No. of prefix received from [chars][chars][chars] (afi [dec]): [dec] exceed limit [dec]

**Explanation** The number of prefixes received from a neighbor exceeds the configured limit. The message displays the session number or VRF identifier, if applicable.

**Recommended Action** Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

**Error Message** %BGP-3-NOBITFIELD: Could not allocate bitfield. Cannot open session to [chars]

**Explanation** The allocation of a neighbor index for this neighbor has failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %BGP-3-NOTIFICATION: [chars] neighbor [chars] [dec]/[dec] ([chars]) [dec] bytes [chars]

**Explanation** An error condition has been detected in the BGP session. A notification message is being sent or received and the session will be reset. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

**Recommended Action** This message represents an error in the session and its origin should be investigated. If the error is reported periodically, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-ORF\_PFXLIST: Received misformatted prefixlist ORF from [chars]

**Explanation** The received prefix list outbound route filter (ORF) is misformatted.

**Recommended Action** Check the prefix list ORF implementation on the neighboring router.

**Error Message** %BGP-3-PER\_VRF\_AGGR: pervrfaggr label: [chars]

**Explanation** The TFIB asks for a label for a prefix in the VRF routing table. The per-VRF-aggregate label will be assigned to the connected type or BGP aggregate prefix when BGP runs a best-path calculation. This message might appear when a prefix changes to a connected type or BGP aggregate type.

**Recommended Action** No action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-3-RADIXINIT: Radix trie initialization failed

**Explanation** Initialization of the radix tree could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## BGP-4

**Error Message** %BGP-4-AFIMPORT: [chars] prefixes imported to [chars] vrf reached the limit [dec]

**Explanation** The number of prefixes imported from an address family to a VRF has reached the configured limit

**Recommended Action** Check the number of imported prefixes from the address family and determine whether the limit should be increased or if the **ip vrf import route-map** command is configured correctly.

**Error Message** %BGP-4-ATTRNULL: A NULL attribute has been assigned to a path

**Explanation** The path was incorrectly assigned a value of NULL instead of a valid attribute.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-4-BFD\_NOT\_ONEHOP: BFD is supported for single hop neighbors. [chars] is not single hop neighbor

**Explanation** Bidirectional forwarding detection (BFD) is not enabled because the configured neighbor is not a single hop. BFD is supported only for single hop neighbors.

**Recommended Action** Unconfigure BFD from BGP.

**Error Message** %BGP-4-MAXDYNBR: BGP:DN: Cannot create new neighbor [chars], for range [chars]: maximum number of [dec] dynamic neighbors limit reached

**Explanation** The number of dynamically created subnet range neighbors has reached a warning limit.

**Recommended Action** Check the number of listen range limit configured for dynamic subnet neighbors and determine whether the limit should be increased.

**Error Message** %BGP-4-MAXPFX: No. of prefix received from [chars][chars][chars] (afi [dec]) reaches [dec], max [dec]

**Explanation** The number of prefixes received from a neighbor has reached a warning limit. The message displays the session number or VRF identifier, if applicable.

**Recommended Action** Check the number of prefixes received from the neighbor and determine whether the limit should be increased.

**Error Message** %BGP-4-MAX\_EXTCOMM\_EXCEED: Exceeded limit of [dec] extended communities per advertised prefix

**Explanation** An attempt was made to advertise a prefix with an extended community attribute containing more extended communities than the allowed limit.

**Recommended Action** Reduce the configured number of route targets or other extended communities that will be added to prefix advertisements.

**Error Message** %BGP-4-NBRTRACK: Route Tracking failed on memory. Neighbor tracking for route-fall-over will stop

**Explanation** The route tracking system failed to allocate memory. Neighbor route fallover will stop tracking neighbor routes in order to free some memory.

**Recommended Action** If the system is stable, then reconfigure neighbor route fallover. If this message reappears, neighbor route fallover has been unconfigured.

**Error Message** %BGP-3-NEGCOUNTER: Prefix-accepted counter negative for peer [chars], prefix [chars]

**Explanation** The counter value for accepted prefixes is less than zero, which is an illegal value. This indicates an internal software error.

**Recommended Action** Reset the session.

**Error Message** %BGP-4-NORTRID: BGP could not pick a router-id. Please configure manually.

**Explanation** The BGP router ID has not been manually configured and BGP is unable to allocate a router ID from the IPv4 address of one of its interfaces.

**Recommended Action** Make sure that at least one interface is up and has a valid IPv4 address, or configure the router ID manually.

**Error Message** %BGP-4-RIDSYNC: BGP routes are redistributed to OSPF. For synchronization to work, you must manually configure the BGP router-id to be the same as the OSPF router-id.

**Explanation** For synchronization to work, the BGP router ID must be the same as the OSPF router ID at all times that the router is up.

**Recommended Action** If synchronization is turned on between one instance of OSPF and BGP, make sure to manually configure a BGP router ID that is identical to the router ID of the particular OSPF instance.

**Error Message** %BGP-4-VPNv4NH\_MASK: Nexthop %i may not be reachable from neighbor [chars] - not /32 mask

**Explanation** We are sending to an IBGP neighbor a VPNv4 route whose next hop address is our loopback, which does not have a 32 bit mask. In addition, we are using OSPF on this loopback, and the OSPF network type of this interface is loopback. OSPF advertises this address as a host route (with mask /32) regardless of what mask is configured. This conflicts with the Tag Distribution Protocol (TDP), which uses configured masks, so our TDP neighbors may not receive a tag for this route. As a result, connectivity could be lost between sites that belong to the same VPN.

**Recommended Action** Configure the loopback used as the next hop with a 32 bit IP host mask (/32), or configure the **ip ospf network point-to-point** command on this loopback.

**Error Message** %BGP-4-VPN\_NH\_IF: Nexthop [chars] may not be reachable from neighbor [chars] - not a loopback

**Explanation** We are sending to an IBGP neighbor a VPN route whose the next hop is one of our directly-connected physical interfaces. The label for the next hop address may be removed in the MPLS cloud one hop soon. Since the P routers do not have VPN information, they do not know where to forward packets with the BGP label. As a result, connectivity could be lost between VPN sites.

**Recommended Action** Use loopback interfaces as the next hops for VPN IBGP neighbors.

## BGP-5

**Error Message** %BGP-5-ADJCHANGE: neighbor [chars] [chars] [chars] [chars] [chars]

**Explanation** A BGP neighbor has either come up or gone down, as indicated. This message appears only if the **log-neighbor-changes** command is configured for the BGP process.

**Recommended Action** This informational message normally appears as routers and BGP neighbors go up or down. However, unexpected neighbor loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message** %BGP-5-DAMPENING\_DECAY\_TIME: Decay time from maximum penalty to suppress penalty is [dec] secs. Maximum penalty: [dec], suppress penalty: [dec]

**Explanation** The configured dampening parameters may not be feasible. The time window between maximum penalty and suppress penalty may be low.

**Recommended Action** If the decay time from maximum penalty to suppress penalty is too low, increase the half-life time or the maximum penalty values.

**Error Message** %BGP-5-DAMPENING\_HIGH\_MAX\_PENALTY: Maximum penalty ([dec]) is more than allowed maximum ([dec]). Dampening is OFF

**Explanation** The configured dampening parameters may not be feasible. The maximum penalty is more than the allowed maximum. As a result, dampening will be off.

**Recommended Action** Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is more than the allowed maximum, reduce maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

**Error Message** %BGP-5-DAMPENING\_LOW\_MAX\_PENALTY: Maximum penalty ([dec]) is less than suppress penalty ([dec]), Dampening is OFF

**Explanation** The configured dampening parameters may not be feasible. The maximum penalty is less than the configured suppress penalty. As a result, dampening will be off.

**Recommended Action** Depending on the value of the maximum penalty, adjust the maximum suppress time. Because the maximum penalty is less than the suppress penalty, increase the maximum suppress time. The maximum penalty should be greater than the suppress penalty but less than the maximum allowable penalty.

**Error Message** %BGP-5-VERSION\_WRAP: bgp version wrapped of [chars]

**Explanation** The BGP table version has reached its maximum value and has wrapped around. The message describes this event.

**Recommended Action** This message is informational. However, frequent occurrences of such an event might indicate high error rates or high packet loss in the network and should be investigated.

## BGP-6

**Error Message** %BGP-6-ASPATH: [chars] AS path [chars] received from [chars]: [chars]

**Explanation** The remote BGP peer sent an update with an invalid autonomous system (AS) path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP-6-BIGCHUNK: Big chunk pool request ([dec]) for [chars].  
Replenishing with malloc

**Explanation** This is an informational message describing an internal software operation. If the static chunk pool size can not service the request, it will be serviced with a memory allocation (malloc) process.

**Recommended Action** No action is required.

**Error Message** %BGP-6-NEXTHOP: Invalid next hop (%i) received from [chars]: [chars]

**Explanation** The remote BGP peer sent a route with an illegal next hop. The route was ignored.

**Recommended Action** No action is required.

## BGP\_MPLS Messages

This section contains BGP MPLS common messages.

### BGP\_MPLS-3

**Error Message** %BGP\_MPLS-3-GEN\_ERROR: [chars]

**Explanation** This message describes a general runtime error related to BGP MPLS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-IPRMCONNECT: [chars]

**Explanation** BGP VPNv4 failed to register to the IP rewrite manager (IPRM) component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-LABELALLOC: [chars]

**Explanation** An MPLS label could not be allocated for a prefix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-LSDCONNECT: [chars]

**Explanation** BGP VPNv4 failed to register to the MPLS forwarding component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-NBR\_ROUTE: [chars]

**Explanation** An error occurred in manipulating the BGP neighbor route needed for MPLS operations.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-PERVRF: pervrfaggr label: [chars]

**Explanation** An error occurred related to the per-VRF label feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-PER\_VRF\_AGGR: pervrfaggr label: [chars]

**Explanation** An error occurred related to the per-VRF aggregate label feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-SIZEMISMATCH: Label table size ([dec]) mismatch, checkpt key creation failed

**Explanation** A BGP MPLS label table size mismatch was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-3-VPN\_REWRITE: [chars]

**Explanation** An error occurred in installing, updating, or removing a VPN rewrite entry in the MPLS forwarding table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BGP\_MPLS-4

**Error Message** %BGP\_MPLS-4-LABELALLOC: Label allocation failure

**Explanation** A resource limitation was encountered while allocating a local label on the router.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BGP\_MPLS-7

**Error Message** %BGP\_MPLS-7-IASLABELALLOC: Failed to create rewrite for prefix [chars], reason: [chars]

**Explanation** A BGP MPLS VPN rewrite creation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BGP\_MPLS-7-IPv4LABELALLOC: Failed to allocate label for IPv4 prefix %i/[dec]

**Explanation** A BGP MPLS IPv4 label allocation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BIT-4

**Error Message** %BIT-4-UNAVAILABLE: bit %d is not in the expected range of %d to %d

**Explanation** An invalid request was detected by the bitlist subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BPE-3

**Error Message** %BPE-3-UNAVAILABLE: Invalid IDB type passed [%d - %s]

**Explanation** Idb type passed is not supported by this function

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Invalid MAC for slot [%d/%d/%d]

**Explanation** Could not get proper MAC address for a given slot/subcard/port

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Malloc Failed [%s]

**Explanation** Could not allocate memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Null idb pointer [%s:%x]

**Explanation** Interface pointer is not initialized

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Port number[%d] is not valid

**Explanation** Port number is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BPE-3-UNAVAILABLE: Slot number[%d] is not valid

**Explanation** Slot number is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRI-1

**Error Message** %BRI-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %BRI-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## BRI-4

**Error Message** %BRI-4-UNAVAILABLE: msgtxt\_initfail

**Explanation** ISDN leased line requires an ISDN switch type configure.

**Recommended Action** Choose and configure a BRI switch type; if unsure, choose any switch.

## BRIMUX-1

**Error Message** %BRIMUX-1-UNAVAILABLE: Software error: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRIMUX-3

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d %s

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, failed to acknowledge download data block %d

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, failed to send upload data block %d

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, upload data length read %d, truncate to %d bytes

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, wrong block %d for data upload, expect %d

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d BRIC, wrong upload address received 0x%x, requested 0x%x

**Explanation** A BRIMUX firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BRIMUX-3-UNAVAILABLE: Slot %d DPM, test failed at offset 0x%x, expect 0x%x, read 0x%x

**Explanation** A BRIMUX board hardware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRIMUX-4

**Error Message** %BRIMUX-4-UNAVAILABLE: Slot %d BRIC, lost heartbeat for %d seconds

**Explanation** A BRIMUX board hardware or firmware problem may be present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BRIMUX-5

**Error Message** %BRIMUX-5-UNAVAILABLE: B%d of BRI%d on slot %d BRIC, changed state to %s

**Explanation** A B-channel on the BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message** %BRIMUX-5-UNAVAILABLE: BRI%d on slot %d BRIC, changed state to %s

**Explanation** A port on the BRIMUX board changed state.

**Recommended Action** No action is required.

**Error Message** %BRIMUX-5-UNAVAILABLE: Slot %d BRIC, changed state to %s

**Explanation** A BRIMUX board changed state.

**Recommended Action** No action is required.

## BSC-2

**Error Message** %BSC-2-UNAVAILABLE: No buffers available on interface %s.

**Explanation** This message indicates that memory in the router was exhausted.

**Recommended Action** Perform diagnostics on the router to locate the subsystem or interface responsible for consuming memory. The only method that will clear this situation is to reload the router.

## BSC-3

**Error Message** %BSC-3-UNAVAILABLE: Line state Tx when receiving %s on line %s

**Explanation** An unexpected receive occurred during a transmission.

**Recommended Action** Verify that the line has been consistently defined in regards to the carrier. If a message report was sent, hard-on stop and start the bisynchronous interface in question.

**Error Message** %BSC-3-UNAVAILABLE: Peer %s is incorrect type

**Explanation** This message occurs only when BSC local-ack is configured. It indicates the serial interfaces that are using the BSTUN tunnel are configured incorrectly, that is, both have been configured as a secondary.

## BSR Messages

This section contains Bootstrap Router (BSR) messages.

## BSR-5

**Error Message** %BSR-5-CBSR\_REMOVED: Candidate-BSR on interface [chars] has been removed

**Explanation** The interface card has been removed.

**Recommended Action** No action is required.

**Error Message** %BSR-5-CRP\_REMOVED: Candidate-RP on interface [chars] has been removed

**Explanation** The interface card has been removed.

**Recommended Action** No action is required.

## BSTUN-2

**Error Message** %BSTUN-2-UNAVAILABLE: Interface %s, no buffer available to %s

**Explanation** A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

**Recommended Action** Reconfigure the BSTUN group. If memory shortages persist, call your technical support representative for assistance.

## BSTUN-3

**Error Message** %BSTUN-3-UNAVAILABLE: %s: bad len or unknown op, op %d, len %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: %s: peer %s, wrong magic, mine %x, theirs %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: %s: sent %s to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: %s: wrong magic, mine %x, theirs %x (%d)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: CONN: Peer %s, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: CONN: bad connection (%d), peer: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-3-UNAVAILABLE: Could not setup interface for protocol %s

**Explanation** BSTUN was unable to start the interface for handling the specified protocol traffic.

**Recommended Action** If this message appears while you are configuring BSTUN, check for other system errors, such as no available memory in the router, or the interface shutting down. If no obvious problem can be detected, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

**Error Message** %BSTUN-3-UNAVAILABLE: No bstun group defined on interface %s

**Explanation** An action was taken that requires the previous definition of a BSTUN group number.

**Recommended Action** Make sure encapsulation bstun and the bstun group have been defined for the interface.

**Error Message** %BSTUN-3-UNAVAILABLE: No peer configured to route frame with destination address %s (bstun group %d)

**Explanation** A BSTUN route has not been configured for the frame with a destination address.

**Recommended Action** If this message appears while you are debugging bstun, it indicates that no specific bstun route has been configured for the frames being received with the device address listed in the packet debug trace. You may choose to configure a bstun route, or ignore this message.

**Error Message** %BSTUN-3-UNAVAILABLE: Unknown protocol event %d on interface %s

**Explanation** An event passed to the BSTUN layer for processing could not be decoded.

**Recommended Action** Perform a hard restart on the indicated interface.

**Error Message** %BSTUN-3-UNAVAILABLE: passive open from %i(%d) - %d failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BSTUN-4

**Error Message** %BSTUN-4-UNAVAILABLE: %s: sent %s to ([%u])%i

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-4-UNAVAILABLE: Cannot define duplicate route on the same group

**Explanation** This route command is defined on another interface belonging to the same group.  
Cannot define duplicate route on the same group

**Recommended Action** Consider defining a new group and moving this interface onto that group

**Error Message** %BSTUN-4-UNAVAILABLE: Peer %s, wrong state %d (%d)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BSTUN-6

**Error Message** %BSTUN-6-UNAVAILABLE: %s %s, %i (%d)

**Explanation** This route closed a BSTUN connection with a remote peer.

**Recommended Action** Examine this router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

**Error Message** %BSTUN-6-UNAVAILABLE: %s: %s: %s, op %x, len %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BSTUN-6-UNAVAILABLE: %s: peer %s opened, [previous state %s]

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: CONN: opening peer %s, %d

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: CONN: peer %s open failed, %s [%u]

**Explanation** An attempt to connect to a remote TCP BSTUN peer failed.

**Recommended Action** Verify that the remote peer is accessible from this router, that it is running software capable of supporting BSTUN, and that it is configured correctly.

**Error Message** %BSTUN-6-UNAVAILABLE: PHDR: reconnect from peer %s

**Explanation** A remote peer reestablished a connection to this router.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: Process terminating. Due to signal %d. Subcode %d. Address %x.

**Explanation** The BSTUN background process is terminating.

**Recommended Action** If this message appears while you are unconfiguring BSTUN, no action is required. Otherwise, record all the displayed values and any other BSTUN error messages, and contact your technical support representative.

**Error Message** %BSTUN-6-UNAVAILABLE: passive open %i(%d) - %d

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

**Error Message** %BSTUN-6-UNAVAILABLE: peer %s closed [previous state %s]

**Explanation** A remote peer closed a BSTUN connection with this router.

**Recommended Action** Examine the other router to see why it closed this connection with this peer. This can be caused by normal events, such as reconfiguration.

**Error Message** %BSTUN-6-UNAVAILABLE: shutting down peer %s on %s

**Explanation** A connection to a remote peer is being shut down. This is typically the result of user intervention in BSTUN reconfiguration or disabling. This is good, expected behavior.

**Recommended Action** Informational message only. No action required.

## BUFCAP Messages

**Error Message** %BUFCAP-3-ACTIVE\_CAPPOINT: Invalid operation was attempted on an active capture point %s.

**Explanation** Invalid operation was attempted on an active capture point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## BUNDLES Messages

This section contains Bundles messages.

### BUNDLES-3

**Error Message** %BUNDLES-3-ALLOCATION: Bundle allocation error: [chars]

**Explanation** An internal software error occurred. This error is probably caused by a low-memory condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BUNDLES-3-PLATFORMSPACE: Platform attempted to access unreserved space

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %BUNDLES-3-TYPENOTISSUAWARE: Bundle type [chars] must be ISSU aware to send to slot(s) [chars]

**Explanation** The bundle type is not In Service Software Upgrade (ISSU) aware so cannot be distributed to a slot with which ISSU negotiation has occurred. This indicates a design problem that requires code changes to fix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2950\_MONITOR Messages

This section contains Catalyst 2950 series switch monitor messages.

### C2950\_MONITOR-3

**Error Message** %C2950\_MONITOR-3-C2950MONITOR\_UNKNOWN\_PARAM: Unknown trap type:[dec] received in emt\_call function.

**Explanation** An unknown trap type occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1400

**Error Message** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to big\_endian failed.

**Explanation** A software error occurred in trying to determine PCI device addressing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to big\_endian is not supported Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to little\_endian failed.

**Explanation** A software error occurred in trying to determine PCI device addressing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: Conversion of address (0x%x) to little\_endian is not supported

**Explanation** Conversion of an address to an equivalent little endian address is not supported by QSpan PCI device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: PCI Bus bridge does not exist

**Explanation** The device initialization code was unable to locate the PCI Bus bridge. It may be necessary to replace the board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** The system could not read from the PCI Bus. It may be necessary to replace the board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1400\_PCI-3-UNAVAILABLE: PCI Configuration Write Failed for bus %d, Device %d, function %d, register %d

**Explanation** The device initialization code was unable to write to the PCI Bus. It may be necessary to replace the board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1600

**Error Message** %C1600-4-UNAVAILABLE: Unable to load images or communicate over interface

**Explanation** The operation might have failed because of a transient network problem.

**Recommended Action** Retry the operation. If the problem persists, call your technical support representative for assistance.

**Error Message** %C1600-4-UNAVAILABLE: Interface %d, (0-1 Onboard interfaces 2=WIC) Invalid interface (Unknown, Uninitialized or Bad Cookie value read)

**Explanation** Your router is functional; however, there is an interface that the software does not recognize.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## C1700-3

**Error Message** %C1700-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Call your technical support representative for assistance, if necessary.

**Error Message** %C1700-1-UNAVAILABLE: The shutdown button is pressed, MRP will be into shutdown mode

**Explanation** The machine enters the checkstop state, which stops all the tasks and has to be hardware reset in order to bring back

**Recommended Action** Power cycle reset

**Error Message** %C1700-3-UNAVAILABLE: Could not download startup configuration from the tftp server.

**Explanation** Startup configuration could not be downloaded from the tftp server. The specified file might not be available or the server might be unreachable.

**Recommended Action** Check the file name and availability on the server. Check if the network is up and the tftp server could be reached.

**Error Message** %C1700-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

**Explanation** The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a new mainboard type and the software release you are running does not support the new mainboard type.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C1700-3-UNAVAILABLE: TDM Module does not support WAN Interface module %x in slot %d

**Explanation** The WAN interface card was not recognized by the TDM module. Internal connections required for this WAN interface card to function were not made

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C1700-3-UNAVAILABLE: The IOS image loaded supports voice. The platform you are running is not voice capable.

**Explanation** The voice-capable IOS detects it is running on a platform which does not support voice.

**Recommended Action** Check the image and the platform. If you need to use voice, you should get a c1750. If you do not need voice, you should load an image which does not include voice.

**Error Message** %C1700-3-UNAVAILABLE: The eeprom version field has an invalid entry (%c)

**Explanation** The Cookie has an invalid version number and could possibly be corrupted.

## C1700-5

**Error Message** %C1700-5-UNAVAILABLE: NVRAM configuration is not supported.

**Explanation** Startup configuration could not be stored in NVRAM. It is stored in the SBC

**Recommended Action** The config is automatically saved by the management application. It could also be saved by copying the running config to a server using ftp.

## C1700\_EM\_1

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s

**Explanation** An error occurred in the application using VPN Module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s creation failed for slot %d

**Explanation** The VPN Module driver could not allocate memory for the specified data structure.

**Recommended Action** Consider adding more memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s packet buffer, pak=0x%08x

**Explanation** A software or hardware error occurred. The VPN Module driver detected that the buffer ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: %s received a packet with size %d.

**Explanation** Packet exceeds MTU size

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: Alignment failure on packet buffer: 0x%08x

**Explanation** A software error occurred. The VPN Module driver detected that the buffer is not aligned correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: Multiple VPN Modules not supported, (%d) found

**Explanation** Multiple VPN Modules not supported

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: Slot %d: %s

**Explanation** The VPN Module driver failed to initialize at the specified point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module CGX mailbox bad state: found=%x, expect=%x

**Explanation** VPN Module CGX mailbox bad state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module Command Processor alignment error: (%s=%#X)

**Explanation** VPN Module Command Processor alignment error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module Command Processor initialization failed: (%s)

**Explanation** VPN Module Command Processor initialization failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-1-UNAVAILABLE: VPN Module cannot lock semaphore sem=%d

**Explanation** VPN Module cannot lock semaphore.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1700\_EM\_3

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module Command Processor error: (%s)

**Explanation** VPN Module Command Processor error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module Command Processor got event: major=%d, minor=%d

**Explanation** VPN Module Command Processor error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module DSP is not responding.

**Explanation** VPN Module DSP is not responding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module could not read its own NVRAM configuration: (%d)

**Explanation** VPN Module NVRAM error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module failed its onboard memory test. Page 0x%X, Addr 0x%X, Wrote 0x%X, Read 0x%X

**Explanation** VPN Module memory test error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module firmware download failed: %s

**Explanation** VPN Module firmware download failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C1700\_EM-3-UNAVAILABLE: VPN Module returned bad boot status: (%d)

**Explanation** VPN Module boot sequence error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C1700\_EM\_6

**Error Message** %C1700\_EM-6-UNAVAILABLE: %s shutting down

**Explanation** The specified VPN Module is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## C2600-1

**Error Message** %C2600-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2600-3

**Error Message** %C2600-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** All the available MAC addresses for the system have been allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

**Explanation** The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not support the new mainboard type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: PCI Configuration Write Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: c2600\_big\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: c2600\_little\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: get\_pci\_dev\_num: Invalid bay (%d) or device number offset (%D)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600-3-UNAVAILABLE: pas\_get\_device\_subunit: Invalid PCI device number: %d

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2600\_MAINBOARD\_ASYNC\_PQUICC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

## C2950\_MONITOR-3

**Error Message** %C2950\_MONITOR-3-UNAVAILABLE: Unknown trap type:%d received in emt\_call function.

**Explanation** Unknown trap type. Some feature requires this trap type to be handled

**Error Message** %C29ATM-3-UNAVAILABLE: Cannot create VCC %s.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C29ATM-3

**Error Message** %C29ATM-3-UNAVAILABLE: Cannot create VCC for %s, run out of VCD

**Explanation** The module was unable to create a VCC for the specified service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-3-UNAVAILABLE: The IF index array is full, count 0x%x

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-3-UNAVAILABLE: The module attempted to transmit frame on a closed or non-existent VCD: vcd = %d

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C29ATM-4

**Error Message** %C29ATM-4-UNAVAILABLE: %s discarded because it is not associated with a VCD: vpi = %d vci = %d

**Explanation** An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

**Recommended Action** Check the configuration of your ATM switch.

**Error Message** %C29ATM-4-UNAVAILABLE: %s: %s : %d

**Explanation** Address Table Management

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-4-UNAVAILABLE: %s: %s : %e

**Explanation** Address Table Management

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-4-UNAVAILABLE: %s: %s

**Explanation** ATM IDB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C29ATM-4-UNAVAILABLE: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d

**Explanation** An AAL5 frame destined for IOS was discarded because it was too large to buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2KATM-0

**Error Message** %C2KATM-0-UNAVAILABLE: Host interface bit not set.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2KATM-3

**Error Message** %C2KATM-3-UNAVAILABLE: Cannot create VCC %s.

**Explanation** The module was not able to create a VCC for the specified service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %C2KATM-3-UNAVAILABLE: Cannot create VCC for %s, no free VCDs

**Explanation** The module was unable to create a VCC for the specified service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2KATM-3-UNAVAILABLE: The IF index array is full, count 0x%x

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C2KATM-3-UNAVAILABLE: The module attempted to transmit frame on a closed or non-existent VCD: vcd = %d

**Explanation** The module attempted to transmit frame on a closed or non-existent VCD.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C2KATM-4

**Error Message** %C2KATM-4-UNAVAILABLE: %s discarded because it is not associated with a VCD: vpi = %d vci = %d

**Explanation** An OAM cell or an AAL5 frame was discarded because it was not associated with a VCD

**Recommended Action** Check the configuration of your ATM switch.

**Error Message** %C2KATM-4-UNAVAILABLE: AAL5 discarded because it is too large to buffer: vpi = %d, vci = %d, size = %d

**Explanation** An AAL5 frame destined for IOS was discarded because it was too large to buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C3600-3

**Error Message** %C3600-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C3600-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C3600-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C3600-3-UNAVAILABLE: Number of slots in chassis is undefined.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-3-UNAVAILABLE: Unknown chassis model.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-3-UNAVAILABLE: Unknown platform type

**Explanation** The Cisco IOS software image does not recognize the motherboard revision of this router. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

**Recommended Action** Verify you are using a recommended revision of the Cisco IOS Software for your hardware. Upgrade if necessary. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C3600-4

**Error Message** %C3600-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** Data stored in midplane is bad.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-4-UNAVAILABLE: Midplane data version mismatch.

**Explanation** Data stored in midplane is out of date and needs update.

**Recommended Action** Contact technical support to update your system.

**Error Message** %C3600-4-UNAVAILABLE: Unknown MAC address block size.

**Explanation** Data stored in backplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

## C4CWY-DSPRM-3

**Error Message** %C4GWY\_DSPRM-3-UNAVAILABLE: Insufficient DSP resources for timeslot %d on port %s

**Explanation** The configuration requires more DSP resources than are available.

**Recommended Action** Change the configuration to specify fewer used timeslots. Install additional DSP resources to allow more complex configurations.

## C4CWY-DSPRM-5

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: Configured codec %d is not supported with this dsp image.

**Explanation** Codec negotiation failed.

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)

**Explanation** The DSP failed the background keep-alive test.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d is in the failed state

**Explanation** The DSP entered the FAILED state due to alarm indications.

**Recommended Action** Replace the DSP resource.

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d is not present

**Explanation** All 4 DSP SIMMs not available .

**Recommended Action** Install all 4 hardware DSP SIMMs .

**Error Message** %C4GWY\_DSPRM-5-UNAVAILABLE: DSP %d, changed state to %s

**Explanation** The DSP resource changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

## C4K\_IOSINTF-4

**Error Message** %C4K\_IOSINTF-4-UNAVAILABLE: Failed to allocate internal VLAN for interface %s. The interface will remain down.

**Explanation** When a routed port or port channel interface is enabled, it must allocate an internal VLAN in order to operate. If there are no internal VLANs available when an interface is enabled, the interface remains down and this message is logged.

**Recommended Action** An internal VLAN can be freed up by disabling some other routed port or port channel interface or by deleting a user configured VLAN in the 1006 to 4094 range. Once a VLAN is made available, the interface will come up if it is disabled and re-enabled.

**Error Message** %C4K\_IOSINTF-4-UNAVAILABLE: Reflexive Acls are not supported. Ignoring the %s entry.

**Explanation** Reflexive Acls are not supported. Aces with Evaluate and Reflect keywords are ignored.

**Recommended Action** Do not configure Aces with Evaluate or Reflect keyword.

## C4K\_IOSINTF-5

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Dropping packets to be transmitted out on port %s ( Linecard in Slot %d may have been removed )

**Explanation** During hot-swapping operations, sometimes, a previously queued packet may be transmitted after a delay, by which time, the linecard does not exist anymore. This indicates such packets are being dropped

**Recommended Action** This occurs when there are queued packets that are transmitted, by which time the linecard in that slot has been removed already. If the problem persists even without any hotswapping operations, please contact your Cisco Technical Support representative

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Dropping transmit packet out of interface %s

**Explanation** A packet to be transmitted out of a Port-Channel is being dropped during transitions in the Port-Channel membership

**Recommended Action** This occurs when a packet is being transmitted out of the aggregate port by higher layer protocols, but the software cannot find specific state information. This can temporarily happen when physical ports transition into or out of the channel. If the problem persists, please contact your Cisco Technical Support representative

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Router Port %s has no internal vlan assigned to transmit packet

**Explanation** The L3 Interface specified does not have an internal vlan assigned.

**Recommended Action** This can occur if there is a duplicate IP network assignment on different L3 interfaces. Remove the duplicate IP network configured on the interface; assign the correct IP network and do 'no shutdown' on this interface.

**Error Message** %C4K\_IOSINTF-5-UNAVAILABLE: Transmitting L3 packet on a physical port %s that is part of %s (%d packets). Make sure the physical port in the L3 port channel does not have an ip addresses configured on it.

**Explanation** The L3 protocols operate at the logical port level and not on physical port level. This message indicates an situation that causes L3 protocol packets to be sent on a physical port that is part of a bundle. This can happen if there is a misconfiguration. Maybe there is an ip address assigned to a physical port that is part of a layer 3 port channel

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C4K\_IOSSYS Messages

This section contains Catalyst 4000 series switch Cisco IOS system messages.

### C4K\_IOSSYS-7

**Error Message** %C4K\_IOSSYS-7-INVALIDVALUE: [chars] Type [dec] not handled, returning a default of 0

**Explanation** This message is for debugging purposes. When you see this message, report it to your technical support representative.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C4K\_REDUNDANCY Messages

This section contains Catalyst 4000 series switch redundancy messages.

### C4K\_REDUNCANCY-2

**Error Message** %C4K\_REDUNDANCY-2-**IOS\_VERSION\_CHECK\_FAIL**: [chars]

**Explanation** For the redundancy utility to operate properly, the system must be configured with symmetrical hardware and software. A mismatch in versions of Cisco IOS software between the active and standby systems has been detected. Redundancy operations cannot be guaranteed.

**Recommended Action** Configure the system so that the active and standby supervisor engines are using the same versions of Cisco IOS software.

**Error Message** %C4K\_REDUNDANCY-2-NON\_SYMMETRICAL\_REDUNDANT\_SYSTEM: [chars]

**Explanation** For the redundancy utility to operate properly, the system must be configured with symmetrical hardware and software. A mismatch in hardware has been detected between the active and standby systems. Redundancy operations cannot be guaranteed.

**Recommended Action** Configure the hardware so that the active and standby supervisor engines are identical.

**Error Message** %C4K\_REDUNDANCY-2-POSTFAIL: POST failure on [chars] supervisor detected

**Explanation** An active supervisor engine failed during a POST operation. The standby supervisor engine will reset the current active supervisor engine, and the standby supervisor engine will attempt to become the active supervisor engine.

**Recommended Action** Perform offline diagnostic operations on the failed supervisor engine to isolate the failure.

## C4K\_REDUNCANCY-4

**Error Message** %C4K\_REDUNDANCY-4-UNAVAILABLE: Persistent-config Sync to Standby supervisor failed.

**Explanation** Active supervisor failed to receive PLATFORM\_SYNC\_DONE message from Standby. Potential problem with Standby.

## C4K\_REDUNCANCY-5

**Error Message** %C4K\_REDUNDANCY-5-UNAVAILABLE: The %s has been successfully synchronized to the standby supervisor

**Explanation** The configuration has been successfully synchronized to the standby supervisor

**Recommended Action** This is an informational message. No action is required.

**Error Message** %C4K\_REDUNDANCY-5-UNAVAILABLE: The %s has been successfully synchronized to the standby supervisor

**Explanation** The configuration has been successfully synchronized to the standby supervisor This is a rate limited message. These messages are logged at 1 min interval when lots of messages are generated continuously

**Recommended Action** This is an informational message. No action is required.

**Error Message** **C4K\_REDUNCANCY-6**%C4K\_REDUNDANCY-6-UNAVAILABLE: %s supervisor initializing for %s mode

**Explanation** Informational message regarding the redundancy mode of the supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Active supervisor not found.

**Explanation** Informational message on standby supervisor when it fails to communicate with active supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Attempting to become active supervisor.

**Explanation** Informational message on standby supervisor when it fails to communicate with active supervisor and attempts to takeover as active supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Initializing as %s supervisor

**Explanation** Informational message regarding the state of the supervisor

**Error Message** %C4K\_REDUNDANCY-6-UNAVAILABLE: Switchover activity detected, changing role from STANDBY to ACTIVE

**Explanation** Informational message on standby supervisor when it detects switchover activity.

## C542-1

**Error Message** %C542-1-UNAVAILABLE: %s , Error interrupt occured type = 0x%x.

**Explanation** The DMA engine cannot get to the PCI bus, to read descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: %s, packet(size %d) is empty.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: %s, packet(size %d) too big.

**Error Message** %C542-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The c542 driver cannot queue messages upto the xilinx dma engine for transmit.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

**Error Message** %C542-1-UNAVAILABLE: VNM(%d), cannot support all voice channels on VICs.

**Explanation** There are more voice channels on the VICs than can be supported by this Network Module. Some channels will be inoperative.

**Recommended Action** This is normal when a BRI VIC coexists on a VNM with an analog VIC or when a BRI VIC is on a VNM-1. Otherwise, check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VNM(%d), vic card has an no known daughter cards

**Explanation** The software did not recognize any of the VIC card plugged in the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VNM(%d), vic daughter card has an unknown id of %x

**Explanation** The software did not recognize the type of VIC daughter card plugged into the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VPM (%d/%d), PCI memory unavailable.

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-1-UNAVAILABLE: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

## C542-3

**Error Message** %C542-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: Error analyzing the device in slot %d.

**Explanation** The Port module in this slot could not be recognized.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: No buffers available for DSP buffer pool

**Explanation** The c542 driver does not have enough memory to coalesce a multi-particle packet.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C542-3-UNAVAILABLE: VPM at slot %d: Incorrect %d PM-ID device not supported.

**Explanation** A interface controller device did not have the correct PM-ID in eeprom cookie.

**Recommended Action** Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

**Error Message** %C542-3-UNAVAILABLE: VPM in slot %d: PCI device not supported.

**Explanation** A interface controller device did not report correct PCI device ID

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

## C54X-1

**Error Message** %C54X-1-UNAVAILABLE: %s , Error interrupt occurred type = 0x%x.

**Explanation** The DMA engine cannot get to the PCI bus, to read descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: %s, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The c54x driver cannot queue messages upto the xilinx dma engine for transmit.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

**Error Message** %C54X-1-UNAVAILABLE: VPM (%d/%d), PCI memory unavailable.

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: VPM (%d/%d), memory unavailable.

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: VPM at slot %d: Incorrect %d DSP-ID passed by SPI.

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %C54X-1-UNAVAILABLE: vpm(%d), vic card has an no known daughter cards

**Explanation** The software did not recognize any of the VIC card plugged in the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: vpm(%d), vic cards has an invalid configuration.

**Explanation** The software did recognized more vic interface port than it can support on this port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C54X-1-UNAVAILABLE: vpm(%d), vic daughter card has an unknown id of %x

**Explanation** The software did not recognize the type of VIC daughter card plugged into the Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %C54x-1-UNAVAILABLE: %s, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C54x-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The c54x DSP driver cannot queue messages up to the dma engine for transmit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach

the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Reset the DSP's on this port module.

## C54X-3

**Error Message** %C54X-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: Error analyzing the device in slot %d.

**Explanation** The Port module in this slot could not be recognized.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: VPM at slot %d: Incorrect %d PM-ID device not supported.

**Explanation** A interface controller device did not have the correct PM-ID in eeprom cookie.

**Recommended Action** Run test pas eeprom, command, and set the correct PM ID. If message recurs, call your technical support representative for assistance.

**Error Message** %C54X-3-UNAVAILABLE: VPM in slot %d: PCI device not supported.

**Explanation** A interface controller device did not report correct PCI device ID

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

## C5RSP-3

**Error Message** %C5RSP-3-UNAVAILABLE: Invalid loveletter type, %d, sent by c5ip

**Explanation** IOS is receiving bogus messages from the C5IP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C5RSP-3-UNAVAILABLE: Length error occurred on dma channel 0

**Explanation** A hardware error has occurred on dma channel 0

**Recommended Action** Report this error to your technical support representative.

**Error Message** %C5RSP-3-UNAVAILABLE: Length error occurred on dma channel 1

**Explanation** A hardware error has occurred on dma channel 1

**Recommended Action** Report this error to your technical support representative.

**Error Message** %C5RSP-3-UNAVAILABLE: NMP returned invalid bridge id %d for %d

**Explanation** NMP returned invalid bridge id to the RSM

**Recommended Action** Make sure that the tr-brf vlan on the RSM is configured on the NMP

**Error Message** %C5RSP-3-UNAVAILABLE: NMP won't allow vlan %d configuration

**Explanation** In band IPC message to the NMP from the router to create a vlan has failed.

**Recommended Action** Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

**Error Message** %C5RSP-3-UNAVAILABLE: RSM NMP mismatch in config for %d, RSM %d, NMP %d

**Explanation** There is mismatch in config for this vlan on NMP and RSM

**Recommended Action** Make sure that the params for this vlan are the same on NMP and on the RSM

**Error Message** %C5RSP-3-UNAVAILABLE: bad message received from the NMP

**Explanation** An unsolicited in band IPC message was received by the router from the NMP.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %C5RSP-3-UNAVAILABLE: can't configure more than 256 VLANS

**Explanation** The Vlan Router product can configure a maximum of 256 vlans.

**Recommended Action** Try these actions to remedy the problem: Delete unused vlans before configure new ones.

**Error Message** %C5RSP-3-UNAVAILABLE: can't get C5 Line Card Mac Addr

**Explanation** An attempt by the RSP to query the C5IP for Vlan 0 IP address failed.

**Recommended Action** Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please RMA the router and or Catalyst 5000

**Error Message** %C5RSP-3-UNAVAILABLE: can't get Catalyst 5000 Slot number of router

**Explanation** An attempt by the RSP to query the C5IP for the slot it is plugged into has failed.

**Recommended Action** Try these actions to remedy the problem: Reset the router from the NMP's console. If problem persists, please contact Cisco for replacement.

**Error Message** %C5RSP-3-UNAVAILABLE: can't get NMP Mac Addr

**Explanation** An attempt by the RSP to query the C5IP for Vlan 0 MAC address failed.

**Recommended Action** Try these actions to remedy the problem: Reset the router from the NMP's console. If problems persist, please contact Cisco for replacement

**Error Message** %C5RSP-3-UNAVAILABLE: can't talk to NMP during initialization

**Explanation** In band IPC router initialization message to the NMP has failed

**Recommended Action** Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

**Error Message** %C5RSP-3-UNAVAILABLE: having problems deleting vlan %d on the NMP

**Explanation** In band IPC message to the NMP from the router to delete a vlan has failed.

**Recommended Action** Try these actions to remedy the problem: Check the state of Vlan 0. Check the state of the C5IP via the front panel LED. Check the state of the NMP. Reset the router

**Error Message** %C5RSP-3-UNAVAILABLE: unknown timer for NMP programming

**Explanation** An unknown timer event has expired.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %C5RSP-3-UNAVAILABLE: vlan %d can not be created. media not supported

**Explanation** An attempt to create a vlan of a media that is not supported has failed

**Recommended Action** Try these actions to remedy the problem: Configure the vlan with a different media type.

## C5RSP-6

**Error Message** %C5RSP-6-UNAVAILABLE: vlan %d could/could not be configured for bridging

**Explanation** A Vlan could not be reset with the proper bridging information.

**Recommended Action** Try these actions to remedy the problem: Configure the vlan with or with bridging.

**Error Message** %C5RSP-6-UNAVAILABLE: vlan %d info errant. something very wrong

**Explanation** Internal information about the Vlan is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C5RSP-6-UNAVAILABLE: vlan %d missing IDB

**Explanation** Internal data structure of the Vlan is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CAIM-1

**Error Message** %CAIM-1-UNAVAILABLE: AIM in slot %u not supported by this HW revision.

**Explanation** The revision level of the C2600 'Elmer' PLD does not support compression AIM. The PLD needs to be reprogrammed.

**Recommended Action** The C2600 'Elmer' PLD needs to be reprogrammed to a later revision. Refer to CCO Release Notes for the C2600 and Compression AIM for an explanation of how to reprogram the PLD.

**Error Message** %CAIM-1-UNAVAILABLE: AIM slot %d: Could not locate Compression AIM; found PCI vendor id 0x%x instead

**Explanation** The AIM ID PROM indicates that a Compression AIM is present but the PCI vendor / device ID was not that expected for a Compression AIM.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CAIM-1-UNAVAILABLE: CAIM %d: Initialization failed at %s

**Explanation** The CAIM device would not reset properly. Indicative of a compression AIM hardware failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CAIM-1-UNAVAILABLE: CAIM %d: Memory allocation failure; could not allocate %s

**Explanation** An attempt to allocate memory for the specified compression AIM failed. More RAM may be required to execute this image.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CAIM-1-UNAVAILABLE: Caim %u: Hifn 9711 Errors reported: 9711 Status 0x%lx DMA status 0x%lx

**Explanation** The specified CAIM reported a Hifn9711 error.

**Recommended Action** This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced.

**Error Message** %CAIM-1-UNAVAILABLE: Caim %u: PCI Abort reported: status 0x%lx

**Explanation** The specified CAIM reported a bus error (PCI Abort).

**Recommended Action** This is an indication of a serious malfunction of the Compression AIM or of the system bus. The Compression AIM should be replaced. A second possible explanation is that there is a mismatch in the configured compression algorithm on either side of a serial link. This situation can also give rise to PCI Abort problems. The recommended action in such cases is to configure matching compression algorithms on either side of the link and then to reboot the router which experienced the PCI Abort.

**Error Message** %CAIM-1-UNAVAILABLE: Compression AIM type in slot %u is not supported by this platform.

**Explanation** The compression AIM installed is not supported by this platform.

**Recommended Action** Power off and replace the Compression AIM card.

**Error Message** %CAIM-1-UNAVAILABLE: Invalid CAIM element: %d

**Explanation** The CAIM element number specified in the command is invalid.

**Recommended Action** CAIM element numbers range from 0 to one less than the number of CAIMs possible in your system. Verify the number of CAIMs present in your system.

**Error Message** %CAIM-1-UNAVAILABLE: No such CAIM element: %d

**Explanation** The CAIM element number specified is not present in the system

**Recommended Action** CAIM element numbers range from 0 to one less than the number of CAIMs present in your system. Verify the number and presence of CAIMs in your system.

**Error Message** %CAIM-1-UNAVAILABLE: Unexpected AIM Interrupt

**Explanation** We received an AIM interrupt from an unknown AIM device. There is no recognizable AIM installed in the system, and yet we received an AIM interrupt.

**Recommended Action** If there is a compression AIM installed in the C2600, then it is defective and must be replaced. If there is some other AIM installed in the C2600 then it must be removed. If there is no AIM installed, then the C2600 unit is defective and must be replaced.

## CAIM-6

**Error Message** %CAIM-6-UNAVAILABLE: %s shutting down

**Explanation** The specified CAIM is shutting down. It may have been physically removed. It also occurs when the 'clear aim' command is used.

**Recommended Action** This is an informational message only. It occurs in normal operation.

**Error Message** %CAIM-6-UNAVAILABLE: %s starting up

**Explanation** The specified CAIM has initialized successfully.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## CALLPROG-3

**Error Message** %CALLPROG-3-UNAVAILABLE: api front init failed for %s

**Explanation** Failed to init Call Progress Notification support structures for APIs.

**Recommended Action** System running low on available memory.

**Error Message** %CALLPROG-3-UNAVAILABLE: no free front-end q elt's; dropping api call info (func=%d)

**Explanation** Failed to get free element from front end queue.

**Recommended Action** Platform requires additional free elements to properly function. Stop using Call Progress Notification applications. Call TAC to report the problem.

## CALLRECORD-3

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Record Generated Exceeded Syslog Capability

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mcom Call Failed Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mcom Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mica Call Failed Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-3-UNAVAILABLE: %s

**Explanation** Terse Mica Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

## CALLRECORD-6

**Error Message** %CALLRECORD-6-UNAVAILABLE: %s

**Explanation** Terse Mica Call Failed Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLRECORD-6-UNAVAILABLE: %s

**Explanation** Terse Mica Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

## CALLTRKR-3

**Error Message** %CALLTRKR-3-UNAVAILABLE: %s

**Explanation** Record Generated Exceeded Syslog Capability

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-3-UNAVAILABLE: Init of CT's %s table failed; CT unusable

**Explanation** Failed to init calltracker record table.

**Recommended Action** Disable calltracker first [no calltracker enable], enable it again.

**Error Message** %CALLTRKR-3-UNAVAILABLE: Memory allocation failed for CT %s (%d bytes)

**Explanation** Calltracker couldn't allocate new record due to no free memory.

**Recommended Action** Disable calltracker [no calltracker enable]. Run show memory to find out where is the memory been allocated.

**Error Message** %CALLTRKR-3-UNAVAILABLE: calltrkr cli print buffer %s

**Explanation** calltrkr cli internal print buffer overflow.

**Recommended Action** Stop to using calltrkr show commands, call TAC to report the problem

**Error Message** %CALLTRKR-3-UNAVAILABLE: can't spawn %s

**Explanation** Couldn't spawn calltracker process.

**Recommended Action** Disable calltracker first [no calltracker enable], enable it again.

## CALLTRKR-6

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Information Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Line Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Negotiation Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Modem Verbose CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CALLTRKR-6-UNAVAILABLE: %s

**Explanation** Terse CallTracker Call Record

**Recommended Action** LOG\_STD\_NO\_ACTION

## CALL\_CONTROL-3

**Error Message** %CALL\_CONTROL-3-UNAVAILABLE: no free raw msg structure available from %s for signaling message

**Explanation** There were no rawmsg structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

## CALL\_CONTROL-6

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: Application %s in dial-peer %d not found. Handing callid %d to the alternate app %s.

**Explanation** The inbound dial-peer points to an unavailable application. The call is being handed to the alternate application or is rejected.

**Recommended Action** Reconfigure the dial-peer to have a valid application name or verify the application is accessible at its location.

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: Maximum number of connections reached for dial-peer %d

**Explanation** The dial-peer in question has reached its maximum connections configurations. No more calls will be taken on this dial-peer.

**Recommended Action** No action is required, however, to increase the number of connections allowed to this dial peer see 'maximum connections' configuration under the dial-peer configuration mode.

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: The called number numbering type did not matchThe event for the callid %d is being discarded.

**Explanation** The event points to a session application which does not exist any more. The event is being discarded.

**Recommended Action** No action is required for the users

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: The incoming call has a global identifier already present in the list of currently handled calls. It is being refused.

**Recommended Action** Please check your configuration.

**Error Message** %CALL\_CONTROL-6-UNAVAILABLE: The requested application does not exist any more. The event for the callid %d is being discarded.

**Explanation** The event points to a session application which does not exist any more. The event is being discarded.

**Recommended Action** No action is required for the users

## C6KENV Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router environmental (C6KENV) messages.

### C6KENV-2

**Error Message** %C6KENV-2-BADFLOWCTRL: Module [dec] not at an appropriate hardware revision level to support DFC. Power denied

**Explanation** The fabric-capable module in the specified slot is not at an appropriate hardware revision level and cannot support a DFC. If a DFC is present, the module will not be activated and remains powered down.

**Recommended Action** Remove the DFC to enable the module to operate at its current hardware revision level. To enable DFC operation, ensure that the module is at an appropriate hardware revision level.

**Error Message** %C6KENV-2-BADFLOWCTRL\_WARN: WARNING: Module [dec] not at an appropriate hardware revision level to support DFC3

**Explanation** The fabric-capable module in the specified slot is not at an appropriate hardware revision level to support a DFC3 or higher.

**Recommended Action** When you upgrade the DFC daughter card, also upgrade the module to an appropriate hardware revision level.

**Error Message** %C6KENV-2-BADPINN1: Module [dec] not at an appropriate hardware revision level to coexist with PFC3 system. Power denied

**Explanation** The module specified in the error message has a revision of 2.x or below. Modules with this revision will experience problems when they are used with a supervisor engine with a PFC3 installed and should not be used.

**Recommended Action** Upgrade the module to an appropriate hardware revision level.

**Error Message** %C6KENV-2-BADTRANSCEIVER: Module [dec] will be power disabled because an inappropriate transceiver is inserted at [chars].

**Explanation** An incompatible transceiver is inserted at the interface specified in the error message. This transceiver should not be used in this system.

**Recommended Action** Remove the specified transceiver and restore power to the module. If this transceiver was purchased from Cisco, contact your Cisco technical support representative to get the transceiver replaced.

**Error Message** %C6KENV-2-C2PLUSWITHNODB: The constellation 2 plus module in slot [dec] has no forwarding daughter board. Power denied

**Explanation** The module in the slot specified has no forwarding daughter card and is expected to have either a distributed, accelerated, or centralized forwarding card. This module will not be activated and will remain powered down.

**Recommended Action** Enter the **show module** command to view error message details.

**Error Message** %C6KENV-2-DFCMISMATCH: Module [dec] DFC incompatible with Supervisor DFC. Power denied

**Explanation** The DFC in the specified module is different from the DFC in the supervisor engine. The module will not be activated and remains powered down.

**Recommended Action** Enter the **show module** command to view the difference between the DFC in the module and the DFC in the supervisor engine.

**Error Message** %C6KENV-2-DFCMISMATCHMINOR: Module [dec] DFC installed is incompatible with system operating mode. Power denied. To enable Module [dec] DFC, the system must be reset.

WARNING: Any system reset will change the system operating mode which can result in degradation of system performance. To eliminate this from occurring, remove Module [dec] DFC or replace with a system compatible DFC.

**Explanation** The DFC in the specified slot does not have the same software operating mode as the rest of the system. The DFC will remain powered down and cannot be activated.

**Recommended Action** Enter the **show module** and **show platform earl-mode** commands to view the difference between the DFC in the specified slot and the operating mode of the rest of the system.

**Error Message** %C6KENV-2-FANUPGREQ: Module [dec] not supported without fan upgrade

**Explanation** The supervisor engine and the DFC in the specified slot require a fan tray upgrade. A system shutdown is scheduled.

**Recommended Action** Upgrade the system fan tray.

**Error Message** %C6KENV-2-SHUTDOWN\_NOT\_SCHEDULED: Major sensor alarm for [chars] is ignored, [chars] will not be shutdown.

**Explanation** The system detected that the specified module should be shut down because it exceeded major sensor thresholds. However, the command that shuts down the module in the event of a major sensor alarm has been overridden, so the specified module will not be shut down. The command used to override the shutdown is **no environment-monitor shutdown**.

**Recommended Action** Remove the configuration that bypasses the module shutdown due to sensor thresholds being exceeded. Shut down the module after removing the configuration.

**Error Message** %C6KENV-2-SHUTDOWN\_SCHEDULED: shutdown for [chars] scheduled in [dec] seconds

**Explanation** A major alarm condition will be corrected by shutting down the affected component. [chars] is the component, and [dec] is the time in seconds before shutdown.

**Recommended Action** Replace the component as soon as possible.

## C6KENV-4

**Error Message** %C6KENV-4-ALARMCLR: [chars] alarm cleared

**Explanation** The specified alarm condition has been cleared. The shutdown has been cancelled.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANCOUNTFAILED: Required number of fan trays is not present

**Explanation** The system is missing the number of required fan trays to operate properly. Although this is a minor alarm, system components could overheat and be shut down.

**Recommended Action** Insert the required fan tray as soon as possible.

**Error Message** %C6KENV-4-FANCOUNTOK: Required number of fan trays is present

**Explanation** The number of required fan trays has been restored.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANHIOOUTPUT: Version [dec] high-output fan-tray is in effect

**Explanation** The system has detected that the fan tray is a high-output (version 2) fan tray. The system has updated the cooling capacity for the fan tray.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANLOOUTPUT: Version [dec] low-output fan-tray is in effect

**Explanation** The system has detected that the fan tray is a low-output (version 1) fan tray. The system has updated the cooling capacity for the fan tray.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-FANPSINCOMPAT: Fan tray and power supply [dec] are incompatible

**Explanation** An upgrade of the power supply is required to sufficiently operate this fan tray. Although this is a minor alarm, overcurrent protection on the power supply could start without further warning.

**Recommended Action** Upgrade the power supply.

**Error Message** %C6KENV-4-FANTRAYFAILED: fan tray failed

**Explanation** One or more fans in the system fan tray have failed. Although this is a minor alarm, system components could overheat and be shut down.

**Recommended Action** Reseat the fan tray. If the error recurs, replace the system fan tray at the earliest opportunity.

**Error Message** %C6KENV-4-FANVERCHK: Power-supply [dec] inserted is only compatible with Version [dec] fan-tray. Please make sure fan is low-output fan-tray

**Explanation** The system has detected that the fan tray is a low-output (version 1) fan tray. If the fan tray is a low-output tray, no action is required. If the fan tray is actually a high-output (version 2) fan tray, the specified power supply is not able to support the high-output fan tray.

**Recommended Action** If the fan tray is a high-output (version 2) fan tray, enter the **hw-module fan-tray version 2** command to update the system with the upgrade information. Replace the 1000 W or 1300 W power supply, as these two power supplies are not compatible in this chassis with the version 2 fan tray.

**Error Message** %C6KENV-4-INSUFFCOOL: Module [dec] cannot be adequately cooled

**Explanation** The fan tray cannot adequately cool the specified module. Although this is a minor alarm, system components could overheat and be shut down.

**Recommended Action** Upgrade the system fan tray.

**Error Message** %C6KENV-4-MINORTEMPOKALARM: [chars] all temperature sensor have failed. If the module temperature sensor does not recover by itself, please power cycle the module when it is feasible

**Explanation** All module temperature sensors have failed.

**Recommended Action** If the module temperature sensors do not recover, power cycle the module when possible.

**Error Message** %C6KENV-4-MINORTEMPOKALARMRECOVER: [chars]. It has returned to normal operating status.

**Explanation** All module temperature sensors have returned to normal operating status.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-MINORTEMPSUPOKALARM: All temperature sensors of Supervisor in slot [dec] have failed. If the temperature sensor does not recover by itself, please power cycle the chassis when it is feasible

**Explanation** All temperature sensors have failed in the supervisor engine.

**Recommended Action** If the temperature sensors do not recover, power cycle the chassis when possible.

**Error Message** %C6KENV-4-MINORTEMPSUPOKALARMRECOVER: Supervisor in slot [dec] has returned to normal operating status.

**Explanation** The supervisor engine temperature sensors have returned to normal operating status.

**Recommended Action** No action is required.

**Error Message** %C6KENV-4-MINORVTTOKALARM: All the backplane vtt temperature sensor have failed. If the backplane vtt temperature sensor does not recover by itself, please power cycle the chasis when it is feasible

**Explanation** All backplane VTT temperature sensors have failed.

**Recommended Action** If the backplane VTT temperature sensors do not recover, power cycle the chassis when possible.

**Error Message** %C6KENV-4-MINORVTTOKALARMRECOVER: Backplane VTT has returned to normal operating status.

**Explanation** The backplane VTT has returned to normal operating status.

**Recommended Action** No action is required.

## C6KENV-SP

**Error Message** %C6KENV-SP-4-FANTRAYFAILED: Fan tray failed.

**Explanation** One or more fans in the system fan tray have failed. Although this is a minor alarm, system components can overheat and be shut down.

**Recommended Action** Replace the system fan tray as soon as possible.

**Error Message** %C6KENV-SP-4-MINORTEMPALARM: [chars] has exceeded normal operating temperature range.

**Explanation** Message indicates that the normal operating temperature range has been exceeded. This message can indicate a trend for the module or component, and also a trend for other components in the system.

**Recommended Action** Inspect the indicated module or component closely to determine why it operates out of normal operating temperature range and determine if it eventually exceeds the allowed operating temperature range. Verify the air flow to the device is not blocked and that the fan is operational. Enter the **show environment temperature** command to see temperature readings and the **show environment alarm threshold** command to see the alarm thresholds.

## C6KERRDETECT Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router bus error detection (C6KERRDETECT) messages.

### C6KERRDETECT-2

**Error Message** %C6KERRDETECT-2-SWBUSSTALL: The switching bus is experiencing stall for [dec] seconds

**Explanation** During an Online Insertion or Removal (OIR), some switching modules will assert a stall signal on the backplane to pause data transmission for the duration of the OIR. When the OIR is performed smoothly and quickly, traffic is usually interrupted for less than one second. If the OIR is performed slowly or is paused, the longer traffic interruption will result in this error message being reported.

**Recommended Action** Perform the OIR smoothly and quickly. Do not pause with the module partially inserted.

## C6K\_BFD Messages

**Error Message** %C6K\_BFD-6-CONF\_BFD\_SVI\_PLAT\_KNOB: This will allow BFD on SVI interface. While unconfiguring please un-configure BFD sessions first and then do no platform bfd allow-svi

**Explanation** Notification to user that BFD sessions over SVI interface will be allowed after configuring this hidden cli.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_BFD-6-UNCONF\_BFD\_SVI\_PLAT\_KNOB: BFD over SVI sessions may be alive even though SVI interface config might not show the bfd configurations if bfd is not un-configured manually prior to un-configuring platform bfd allow-svi command

**Explanation** Due to insufficient power, the fan cannot operate in HP mode to meet the cooling requirement of the switch.

**Recommended Action** Check the power availability or power down the some modules.

**Error Message** %C6K\_BFD-6-UNCONF\_BFD\_SVI\_PLAT\_KNOB: BFD over SVI sessions may be alive even though SVI interface config might not show the bfd configurations if bfd is not un-configured manually prior to un-configuring platform bfd allow-svi command

**Explanation** Notification to customer that BFD sessions may be alive even though BFD configuration is not seen under SVI interface when no platform bfd allow-svi is done

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_BFD-6-UNCONF\_BFD\_SVI\_PLAT\_KNOB: BFD over SVI sessions may be alive even though SVI interface config might not show the bfd configurations if bfd is not un-configured manually prior to un-configuring platform bfd allow-svi command

**Explanation** The lower slot physically adjacent to this module might be empty. System components could overheat and be shut down.

**Recommended Action** Insert airdam card to adjacent empty slot as soon as possible

## C6K\_EOM Messages

**Error Message** %C6K\_EOM-5-TCAM\_EXCEPTION: Layer2 TCAM exception occurred, EoM/VPLS traffic will be dropped

**Explanation** The switch failed to insert an EoM/VPLS entry into the hardware FIB TCAM because the total number of forwarding entries exceeded the hardware FIB TCAM limit. Some EoM/VPLS packets might be dropped in hardware.

**Recommended Action** Reduce the number of Virtual Circuit in the system to free up TCAM space. Layer2 TCAM exception recovery is not supported. The number of layer2 TCAM entries can be tuned with the configuration command **platform cef maximum-routes**. Increase the number of compls entries, save configuration and reload the router. This configuration will only be effective on reloading the router. The maximum number of entries currently configured for EoM/VPLS can be observed with the command **show platform hardware cef maximum-routes**

## C6K\_IVRF Messages

This section contains Catalyst 6500 series switch internal VRF (IVRF) messages.

### C6K\_IVRF-3

**Error Message** %C6K\_IVRF-3-C6K\_IVRF\_ERROR: [chars]

**Explanation** A VRF infrastructure failure occurred involving the platform's internal VRFs (IVRFs).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_MPLS Messages

**Error Message** %C6K\_MPLS-5-ADJ\_EXCEPTION: Adjacency exception occurred for MPLS, traffic will be software switched

**Explanation** The switch failed to allocate hardware adjacencies because the adjacency table has run out of entries. Some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce the number of routes in the system to free up adjacencies. However, no adjacency recovery is currently in place. The routes need to be re-learned so that hardware adjacencies can be re-allocated and re-programmed.

**Error Message** %C6K\_MPLS-5-TCAMEXPRESRECOVER: TCAM exception recovered for MPLS, traffic will be hardware switched

**Explanation** At some earlier point in time some of the MPLS forwarding table couldn't fit into the hardware TCAM. Now the complete MPLS forwarding table is in hardware. Forwarding of incoming MPLS packets will be done in hardware.

**Recommended Action** Informational only. No action required.

**Error Message** %C6K\_MPLS-5-TCAM\_EXCEPTION: TCAM exception occurred for MPLS, traffic will be software switched

**Explanation** The switch failed to insert an MPLS entry into the hardware FIB TCAM because the total number of software forwarding entries exceeded the hardware FIB TCAM limit. Some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce the number of routes in the system to free up TCAM space. When enough TCAM space is freed, the software will start TCAM recovery and re-install those label entries that failed before into TCAM. If the number of labels has been tuned down with the configuration command **platform cef maximum-routes**, increase the number of labels, save configuration and reload the router, since this configuration will only be effective on reloading the router. The maximum number of routes currently configured can be observed with the command **show platform hardware maximum-routes**, and the current number of routes in the system can be observed with the command **show platform hardware cef summary**.

## C6K\_MPLS\_COMMON Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN and WAN Multiprotocol Label Switching (C6K\_MPLS\_COMMON) messages.

### C6K\_MPLS\_COMMON-3

**Error Message** %C6K\_MPLS\_COMMON-3-L2\_CONFIG\_NOT\_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.

**Explanation** An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

**Recommended Action** Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connect services configured on an interface VLAN and WAN interfaces that face the MPLS core.

**Error Message** %C6K\_MPLS\_COMMON-3-L3\_CONFIG\_NOT\_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.

**Explanation** An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

**Recommended Action** Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

**Error Message** %C6K\_MPLS\_COMMON-3-OSM\_BB1\_CONFIG\_UNSUPPORTED: The maximum label range configured for this system exceeds the [int] limit supported by the module in slot [int]. For proper MPLS functionality on any of the interfaces on this module the maximum label range should be set to [int].

**Explanation** The OSM cannot support the MPLS label range configured for this system.

**Recommended Action** Change the maximum MPLS label range by using the **mpls label range** command.

**Error Message** %C6K\_MPLS\_COMMON-3-VPLS\_CONFIG\_EXCEEDED: The number of EoMPLS/VPLS VCs exceeded the maximum supported on [IP\_address]/[int].

**Explanation** The number of destination routers or the global number of virtual circuits exceeded the maximum limit supported by the device.

**Recommended Action** Refer to network configuration guidelines for the maximum limits.

## C6K\_MPLS\_LC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Multiprotocol Label Switching (MPLS) switch processor or module (C6K\_MPLS\_LC) messages.

### C6K\_MPLS\_LC-3

**Error Message** %C6K\_MPLS\_LC-3-INFINITE\_OCE: In label: [dec] Invalid OCE previous oce type: [dec] prev ptr: **Unrecognized format ‘ %p’**, next oce type: [dec] next oce ptr: **Unrecognized format ‘ %p’**

**Explanation** The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C6K\_MPLS\_LC-3-INVALID\_TABLEID: Invalid tableid([dec]) for label([dec])

**Explanation** The system has received an invalid table identifier number. The table identifier should be in the range from 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-INVALID\_TE\_IF\_NUMBER: An invalid Traffic Engineering interface number [[int]] was passed to the statistics update routine

**Explanation** The traffic engineering interface number sent to the statistics update routine is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-INVALID\_VRFID: Invalid vrf\_id(%u) for label([dec])

**Explanation** An invalid VRF identifier (ID) was received. The VRF ID should be in the range of 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-LABEL\_STACK\_SIZE: Label [[dec]] is not added to label stack. Current label stack is [[dec] [dec] [dec] [dec] [dec]]

**Explanation** The label specified in the system message was not added to the label stack because the stack already contains the maximum number of allowed labels. The system cannot forward data correctly. This condition is an internal software error.

**Recommended Action** Enter the **show mpls forwarding-table labels** command, and gather label information about the label that was not added to the stack and about the labels that are in the stack already. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-MALLOCFAIL: failed to create [chars]

**Explanation** The system failed to allocate memory for an MPLS entry for the incoming label. Some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce other system activity to ease memory demands. If necessary, increase system memory. When more memory is available, wait for a few minutes and enter the **clear ip route** command. If sufficient memory has not been made available, this message will display again.

If this problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-OCE\_ERROR: Invalid OCE [[chars]] [hex]

**Explanation** The Output Chain Element (OCE) specified in the system message is invalid because it cannot be processed. This issue can cause problems in data forwarding. This condition is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-REWRITEFAIL: null adj for incoming label [dec]

**Explanation** The specified incoming label has a NULL adjacency entry. The hardware adjacency entry might not be programmed because the incoming label has the NULL adjacency entry. This condition is an internal software error.

**Recommended Action** Enter the **show mpls forwarding-table labels** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-SIX\_PE\_REW\_LBL\_ENTRY\_MISMATCH: The label entry([hex]) in the 6PE rewrite table for incoming label [dec] does not match the passed in label entry([hex])

**Explanation** The label entry in the IPv6 on Provider Edge router (6PE) rewrite table does not match the label entry for an incoming label. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_LC-3-TCAMFAIL: TCAM validation check failed for label [dec]

**Explanation** The validation check on an inserted TCAM entry failed for the specified label.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_MPLS\_LC-5

**Error Message** %C6K\_MPLS\_LC-5-TCAM\_EXCEPTION: TCAM exception occurred for MPLS, traffic will be software switched

**Explanation** The switch failed to insert an MPLS entry into the hardware FIB TCAM because the total number of software forwarding entries exceeds the hardware FIB TCAM limit. As a result, some MPLS packets might be forwarded by the software.

**Recommended Action** Reduce the number of routes in the system to free up TCAM space. When enough free TCAM space is available, the software starts the TCAM recovery mechanism automatically, which will reinstall into TCAM those MPLS label entries that failed before. If the number of labels has been tuned down with the **mls cef maximum-routes** configuration command, increase the number of labels, save the configuration, and reload the router, because this configuration will only be effective on reloading the router. The maximum number of routes currently configured can be observed with the **show mls cef maximum-routes** command, and the current number of routes in the system can be observed with the **show mls cef summary** command.

**Error Message** %C6K\_MPLS\_LC-5-TCAMEXPRECOVER: TCAM exception recovered for MPLS, traffic will be hardware switched

**Explanation** At some earlier point in time some of the MPLS forwarding table could not fit into the hardware TCAM. The complete MPLS forwarding table is now in hardware, and forwarding for the incoming MPLS packets will be done in hardware.

**Recommended Action** No action is required.

## C6K\_MPLS\_RP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router LAN Multiprotocol Label Switching (C6K\_MPLS\_RP) messages.

### C6K\_MPLS\_RP-2

**Error Message** %C6K\_MPLS\_RP-2-INIT: [chars]

**Explanation** The initialization of the Constellation MPLS forwarding infrastructure failed. This condition causes problems in the MPLS packet forwarding. The router will be forced to reboot to recover from the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-2-NO\_IP\_ACL\_RSVD\_VLAN: IP ACL features will not be applied to MPLS-IP packets due to a lack of internal VLAN resources

**Explanation** This error might occur if the total number of VLANs in use exceeds 4096. The VLAN resources are shared by VLANs used for SVI, VLANs used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP ACL feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP ACL features will not be applied to MPLS-to-IP packets.

**Recommended Action** Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, or VRF interfaces.

**Error Message** %C6K\_MPLS\_RP-2-NO\_IP\_QOS\_RSVD\_VLAN: IP QoS features will not be applied to MPLS->IP packets due to a lack of internal VLAN resources

**Explanation** This message indicates a condition that might occur if the total number of VLANs in use exceeds 4096. The VLAN resources are shared by VLANs used for SVI, VLANs used for subinterfaces, hidden VLANs used for routed ports, and internal VLANs used for some VRFs. An internal VLAN is needed when an IP QoS feature is applied to a VRF interface. If the total number of VLANs in use exceeds 4096, no more internal VLANs can be allocated, so IP QoS features will not be applied to MPLS-to-IP packets.

**Recommended Action** Reduce the total number of VLANs in use by removing SVI interfaces, subinterfaces, or VRF interfaces.

## C6K\_MPLS\_RP-3

**Error Message** %C6K\_MPLS\_RP-3-GET\_RSVD\_VLAN\_TABLEID\_MISMATCH: Tableid [int] in reserved VLAN idb [chars] mismatched application tableid [int]

**Explanation** An application provided a table ID for a reserved VLAN, but the table ID does not match the value in the reserved VLAN interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-GET\_RSVD\_VLAN\_VRFID\_MISMATCH: Tableid %u in reserved VLAN idb [chars] mismatched application tableid %u

**Explanation** An application gave a table identifier (ID) to get a reserved VLAN interface descriptor block (IDB) but the table ID within the IDB does not match the specified value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-INFINITE\_OCE: In label: [dec] Invalid OCE previous oce type: [dec] prev ptr: **Unrecognized format ‘ %p’**, next oce type: [dec] next oce ptr: **Unrecognized format ‘ %p’**

**Explanation** The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-INVALID\_TABLEID: Invalid tableid([dec]) for label([dec])

**Explanation** An invalid table ID was received. The table ID should be in the range of 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-INVALID\_VRFID: Invalid vrfid(%u) for label([dec])

**Explanation** An invalid VRF identifier (ID) was received. The VRF ID should be in the range of 0 to 4095. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-L2\_CONFIG\_NOT\_RECOMMENDED: xconnect is configured on interface vlans and WAN interfaces are facing the MPLS Core. Do not configure LAN interfaces facing the MPLS Core.

**Explanation** An attempt was made to configure a LAN interface to face the MPLS core. The current network configuration has cross-connection services configured on interface VLANs and has WAN interfaces facing the MPLS core.

**Recommended Action** Do not configure MPLS on LAN interfaces facing the MPLS core if the network has cross-connection services configured on an interface VLAN and WAN interfaces that face the MPLS core.

**Error Message** %C6K\_MPLS\_RP-3-L3\_CONFIG\_NOT\_RECOMMENDED: LAN interfaces are facing the MPLS Core. Do not configure xconnect on interface vlans.

**Explanation** An attempt was made to configure a cross-connection service on an interface VLAN. The current network configuration has MPLS configured on a LAN interface that is facing the MPLS core.

**Recommended Action** Do not configure cross-connection services on an interface VLAN if the network has MPLS configured on a LAN interface.

**Error Message** %C6K\_MPLS\_RP-3-NO\_RSVD\_VLAN\_ERROR: Failed to allocate reserved VLAN for vrf [int]

**Explanation** The system failed to allocate an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-PKT\_DROP\_NO\_RSVD\_VLAN\_IDB: Packet dropped, no idb for reserved VLAN [int]

**Explanation** A packet received on a reserved VLAN was dropped because it did not contain an interface descriptor block (IDB) for the VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

```
Error Message %C6K_MPLS_RP-3-RECIRC_DROP: Re-circulated packet dropped due to
error.
Possible causes: MTU or TTL fail
Total drops = [int] pkts, Last packet size [int] Bytes
Top 3 Labels and partial packet dump -
{[int](exp:[dec] eos:[dec] ttl:[dec]), [int](exp:[dec] eos:[dec] ttl:[dec]),
[int](exp:[dec] eos:[dec] ttl:[dec])}
[hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]
```

**Explanation** A recirculated packet was dropped due to an error. This condition might occur if the size of a recirculated packet exceeds the egress interface MTU.

**Recommended Action** Increase the MTU size on the egress interface to accommodate the incoming packets. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

```
Error Message 6K_MPLS_RP-3-RSVD_VLAN_CLEAR_ACL_ERROR: Failed to clear ACL default
for reserved VLAN [int] for vrf [int]
```

**Explanation** The system failed to clear the ACL default for an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RSVD\_VLAN\_RELEASE\_ERROR: Failed to release reserved VLAN [int] from vrf [int]

**Explanation** The system failed to release an MPLS-reserved VLAN from a VRF either because the VRF was not found or because a failure occurred when dissociating the VLAN from the VRF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RSVD\_VLAN\_SET\_ACL\_ERROR: Failed to set ACL default for reserved VLAN [int] for vrf [int]

**Explanation** The system failed to set an ACL default for an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-3-RSVD\_VLAN\_SET\_IDB\_ERROR: Failed to set idb of reserved VLAN [int] for vrf [int]

**Explanation** The system failed to set the IDB for an MPLS-reserved VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_MPLS\_RP-6

**Error Message** %C6K\_MPLS\_RP-6-PKT\_DROP\_RSVD\_VLAN\_TABLEID: Packet dropped, reserved VLAN idb [chars] has incorrect tableid [int]

**Explanation** A packet received on a reserved VLAN was dropped due to an incorrect table ID in the IDB. This situation might occur during VRF removal. The aggregate label will stay in the H state for a few minutes, while the table ID in the reserved VLAN IDB has already cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_MPLS\_RP-6-PKT\_DROP\_RSVD\_VLAN\_VRFID: Packet dropped, reserved VLAN idb [chars] has incorrect tableid %u

**Explanation** A packet received on a reserved VLAN was dropped due to an incorrect table identifier (ID) in the interface descriptor block (IDB). This condition might occur when, during VRF removal, an aggregate label will stay in the H state for a few minutes, while the table ID in the reserved VLAN IDB has already cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_PLATFORM Messages

This section contains general Catalyst 6500 series switch and Cisco 7600 series router platform (C6K\_PLATFORM) messages.

### C6K\_PLATFORM-0

**Error Message** %C6K\_PLATFORM-0-UNKNOWN\_CHASSIS: The chassis type is not known. ([hex])

**Explanation** The Cisco IOS software installed on the system does not recognize the chassis type specified in the error message.

**Recommended Action** Ensure that your Cisco IOS software release train supports the chassis type. Upgrade your system to the latest Cisco IOS software release in your release train.

### C6K\_PLATFORM-2

**Error Message** %C6K\_PLATFORM-2-PEER\_RESET: [chars] is being reset by the [chars]

**Explanation** The local CPU is being reset by the peer CPU when the peer CPU reloads because of exceptions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### C6K\_PLATFORM-3

**Error Message** %C6K\_PLATFORM-3-INFO1: [chars] = [hex] [chars] = [hex]

**Explanation** This message provides information regarding the internal state of the SiByte processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_PLATFORM-4

**Error Message** %C6K\_PLATFORM-4-CONFREG\_BREAK\_ENABLED : The default factory setting for config register is 0x2102. It is advisable to retain 1 in 0x2102 as it prevents returning to ROMMON when break is issued.

**Explanation** The SP configuration register has been changed from the default factory setting of 0x2102 to another hexadecimal value.

**Recommended Action** No action is required.

**Error Message** %C6K\_PLATFORM-4-ENVMON: System shutdown due to temperature alarms is [chars].

**Explanation** The system has a configuration to shut down a module if its operating temperature exceeds a temperature threshold. This configuration has been bypassed, and a module will still operate in an over-temperature condition. Operating at an over-temperature condition can damage the hardware.

**Recommended Action** Do not override the sensor alarms that act on an over-temperature condition. Enter the **environment-monitor shutdown temperature** command to bring the system back to standard temperature detection.

**Error Message** %C6K\_PLATFORM-4-RTC\_OSCILLATOR: The oscillator in the Real Time Clock is [chars]. Calendar [chars] be maintained during the powered down state of the switch.

**Explanation** A command has been entered that will cause the system calendar not to be maintained during a power down of the switch. The system date and time will require manual setting when the system is powered up during the next boot time. This command is useful to conserve the battery power of the CMOS, which is used to keep the real-time clock active while the switch is powered down. This condition is useful only if the switch is powered down for a long period of time.

**Recommended Action** If the switch need not be powered down for a long period of time, remove the configuration by entering the **no hw-module rtc-oscillator shutdown** command.

## C6K\_PLATFORM-5

**Error Message** %C6K\_PLATFORM-5-LESS\_SPACE : May not have enough space to save the crash info. on flash of [chars] on module: [dec]

**Explanation** The flash memory device does not have enough memory to save the crash information. The crash information might not be saved on the flash memory device.

**Recommended Action** Remove unnecessary files from the flash memory device, and enter the **squeeze** command for the flash memory device.

**Error Message** %C6K\_PLATFORM-5-MISMATCH : '[chars]' device programming algorithm mismatch detected on [chars] (module: [dec]), formatting is recommended.

**Explanation** The flash memory device programming algorithm that was written to the device when the flash memory was formatted is different from what the current running software has detected. The first [chars] is the device, the second [chars] is where the mismatch was detected, and [dec] is the module number. This conditions occurs when a flash memory is installed into a system with a different Cisco IOS release or when a Cisco IOS upgrade is performed on the switch.

**Recommended Action** Reformat the flash memory device. Otherwise, no action is required.

## C6K\_PLATFORM-6

**Error Message** %C6K\_PLATFORM-6-PACKET\_BUFFER: This setting will cause a packet buffer error to [chars]

**Explanation** This warning message appears when the configuration contains the **error-detection packet-buffer action** command. Upon detecting a packet buffer failure on an ASIC, the supervisor engine takes the action specified by the **error-detection packet-buffer action** command (and shown in [chars]). The choices include error-disabling the ports on a particular ASIC, error-disabling the the module, or automatically power-cycling the module. To view the default and configured actions on all modules, enter the **show error-detection packet-buffer** command.

**Recommended Action** .This message is informational only. No action is required.

## C6K\_POWER Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6K\_POWER) messages. For more power messages, see the [C6KPWR Messages](#) section of this chapter.

### C6KPWR

**Error Message** %C6KPWR-SP-2-PSFAIL: power supply [dec] output failed.

**Explanation** Power supply [dec] has failed.

**Recommended Action** Replace the power supply.

**Error Message** %C6KPWR-SP-4-PSOK: power supply [dec] turned on.

**Explanation** Power supply [dec] is turned on.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-SP-4-PSREDUNDANTBOTHSUPPLY: in power-redundancy mode, system is operating on both power supplies.

**Explanation** When the system is in power redundancy mode, it operates on both power supplies.

**Recommended Action** No action is required.

### C6K\_POWER-3

**Error Message** %C6K\_POWER-3-NOTIFY\_FAIL: Failed to notify RP of change in operator status for [chars] number [dec] from '[chars]' to '[chars]'

**Explanation** The SP is unable to acquire the resources needed to notify the RP of the event specified in the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_POWER-4

**Error Message** %C6K\_POWER-4-PD\_NOLINKUP: The device connected to [dec]/[dec] is powered up but its link is not up in [dec] seconds. Therefore, power is withdrawn from the port.

**Explanation** The system withdrew the power that was allocated to the specified port because the port link was not operational in the specified number of seconds.

**Recommended Action** Try to connect the device to a different port or connect a different device to the port specified in the message.

## C6K\_POWER-6

**Error Message** %C6K\_POWER-6-NOLPP: Because of lack of system power, devices that require the system to power them on may not come up within one second.

**Explanation** The local power pools have been deallocated. The module firmware cannot power up the device until it has received authorization for power allocation from the software running on the supervisor engine.

**Recommended Action** No action is required.

## C6K\_PROCMIB Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router Process MIB SP CPU (C6K\_PROCMIB) messages.

## C6K\_PROCMIB-3

**Error Message** %C6K\_PROCMIB-3-IPC\_PORTOPEN\_FAIL: Failed to open port while connecting to process statistics: error code = [chars]

**Explanation** An error occurred during an attempt to open a port for an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_PROCMIB-3-IPC\_TRANSMIT\_FAIL: Failed to send process statistics update : error code = [chars]

**Explanation** An error occurred during an attempt to send an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_PROCMIB-3-MALLOC\_FAILURE\_IPC: Failed to allocate IPC message to contact process

**Explanation** A memory allocation failure occurred during the processing of an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6KPWR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router power (C6KPWR) messages.

### C6KPWR-2

**Error Message** %C6KPWR-2-INSUFFICIENTPOWER: Powering down all linecards as there is not enough power to operate all critical cards

**Explanation** The switch was operating with two power supplies in combined mode. One of power supplies has failed. Available power is insufficient to support all critical service modules. Critical service modules include modules that support VPNs or IP security. If these critical modules fail, security issues could arise; therefore, all modules have been powered down.

**Recommended Action** Replace the failed power supply.

**Error Message** %C6KPWR-2-MAJORPOWERALARM: In the absence of power supply 1, system power usage exceeds allowed range of [chars]W. Power total will be reduced in [dec] seconds

**Explanation** This message indicates a major power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message.

**Recommended Action** Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1. If this condition persists, the environmental monitor will shut down some modules to prevent a complete power failure.

**Error Message** %C6KPWR-2-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range

**Explanation** This message indicates that system power usage has returned to the permitted operating range. The scheduled shutdown is cancelled, and the system will continue operating.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-2-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W

**Explanation** This message indicates a minor power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

**Recommended Action** Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

## C6KPWR-3

**Error Message** %C6KPWR-3-PSUNKNOWN: Unknown power supply in slot [dec] (idprom read failed).

**Explanation** The IDPROM of the power supply in the specified slot cannot be read.

**Recommended Action** Remove and reinsert the power supply. Fasten the screw and attempt to operate the power supply again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6KPWR-4

**Error Message** %C6KPWR-4-INPUTCHANGE: Power supply [dec] input has changed. Power capacity adjusted to [chars]W

**Explanation** The power supply in the specified slot has detected a change in its input supply. The power capacity for the power supply has been adjusted accordingly.

**Recommended Action** Enter the **show power** command to see the current power status. Otherwise, no action is required.

**Error Message** %C6KPWR-4-MAJORPOWERALARMRECOVER: System power usage has returned to allowed operating range

**Explanation** This message indicates that system power usage has returned to the allowed operating range, so the scheduled shutdown was cancelled. The system will continue operating.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-4-MINORPOWERALARM: In the absence of power supply 1, system power usage exceeds the recommended range of [chars]W

**Explanation** This message indicates a minor power alarm condition. The power supply in slot 2 has exceeded its allowed range. The range is specified in the error message. Selected modules will be shut down to prevent a complete power failure.

**Recommended Action** Enter the **show power** command to determine the actual power usage. Insert a power supply in power supply slot 1, or power down some modules to reduce system power usage. If downtime can be scheduled, move the power supply from slot 2 to slot 1.

**Error Message** %C6KPWR-4-MINORPOWERALARMRECOVER: System power usage has returned to normal operating range

**Explanation** This message indicates that system power usage has returned to the normal operating range.

**Recommended Action** No action is required.

**Error Message** %C6KPWR-4-PS1FAILALERT: Do not remove power supply 1 without inserting another supply. In the absence of power supply 1, system power capacity will be reduced to [chars]W after a [dec] second grace period.

**Explanation** The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

**Recommended Action** Insert a power supply in slot 1, or move the power supply from slot 2 to slot 1.

**Error Message** %C6KPWR-4-PS2ONLY: Single power supply system should utilize power supply slot 1

**Explanation** The system is experiencing heavy traffic. In this condition, the single power supply should be used in slot 1 rather than in slot 2.

**Recommended Action** Move the power supply from slot 2 to slot 1.

**Error Message** %C6KPWR-4-PSINPUTDROP: Power supply [dec] input has dropped

**Explanation** The power supply in the specified slot has detected a drop in its input supply. The power capacity for the power supply has been adjusted accordingly.

**Recommended Action** Enter the **show power** command to see the current power status. Otherwise, no action is required.

**Error Message** %C6KPWR-4-PSMISMATCH: power supplies rated outputs do not match.

**Explanation** The two power supplies in the system have different output ratings.

**Recommended Action** For more efficient load sharing, use power supplies with the same output rating.

**Error Message** %C6KPWR-4-PSNOREDUNDANCY: Power supplies are not in full redundancy, power usage exceeds lower capacity supply

**Explanation** The two power supplies in the system have different output ratings. Current power usage exceeds the capacity of the lower-rated power supply. If the higher-rated power supply fails, the lower-rated power supply will not be able to support all modules that are currently powered up.

**Recommended Action** To ensure that the system power supplies are optimally redundant, use power supplies with identical output ratings or reduce system power consumption.

## C6K\_VSD\_ROIR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router messages.

### C6K\_VSD\_ROIR-2

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_INVALID\_MODULE\_TYPE: Remote switch module type is invalid : slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_INVALID\_SYNC\_EVENT: ROIR: [chars] receiver process has received an invalid sync event OrIt can't sync the event to its standby counter part

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_NULL\_MODULE\_DATA\_STRUCTURE: [chars] bay(per-module) data structure ptr is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-ROIR\_NULL\_MODULE\_DATA\_STRUCTURE\_TYPE: ROIR: [chars] bay(per-module) data structure ptr is not NULLmodule data structure TYPE is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-UNKNOWN\_OR\_NULL\_EVENT\_RECEIVED: [chars]: Received [chars] event

**Explanation** The system was unable to create a watched boolean for the ROIR event receiver process, which is used to receive ROIR messages. This message could indicate a catastrophic software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-VECTOR\_IS\_NULL: [chars] [chars]: Vector is NULLResource or config callbacks couldn't be called when module hadProblems coming online

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_VSD\_ROIR-3

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_HUGE\_BAY\_SIZE: ROIR: [chars], failed to send bulk sync for bay type [dec] due to its huge unit size [dec]

**Explanation** Remote OIR failed to bulk sync for one bay type because of its huge unit size.

**Recommended Action** This is a system error. Please contact Cisco tech-support.

**Error Message** %CDP-3-CHUNK: Chunk\_malloc Failure

**Explanation** chunk malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_ISSU\_SESS\_INCOMPLETE: ROIR ISSU SESSION INVALID: issu nego session not completed

**Explanation** The remote OIR did not complete the ISSU session negotiation. The system is trying to transform a message sent or received. This is a system error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_LATE\_EVENT\_RESPONSE: ROIR: sender dropped late response for slot [dec] type [dec] seq [dec] result [dec]

**Explanation** The remote OIR sender received a late processing response. The request timed out while waiting for a response. This is a system error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-3-ROIR\_TIMER\_WB\_FAIL: ROIR Timer Process : Unable to create watched boolean

**Explanation** The system was unable to create a watched boolean for a timer process of ROIR. This message could indicate an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_VSD\_ROIR-6

**Error Message** %c6k\_VSD\_ROIR-6-BAD\_IDPROM: ROIR:idprom error [chars] for index [chars], switch\_id [dec]physical\_slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-BAY\_IS\_NULL: [chars], bay is NULL bay\_type: [dec], index: [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-BULK\_SYNC\_MSG\_SEND\_FAILED: [chars] Failure sending Bulk sync msg

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ERR\_GET\_SWID:  
[chars] Error ([dec]) in getting swid and phy\_idx for vid\_x [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-EVENT\_SEND\_FAILED: Remote Oir::Sender: Events for for Module Type [dec] Slot [dec] could not be sent to core because [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-FAILED\_TO\_GET\_PAK: ROIR:Notify Failed to get pak for [chars] notification

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-FAILED\_TO\_SEND\_NOTIFICATION: ROIR:Notify Failed to send [chars] notification

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-GETBUFFER\_FAILED: ROIR: [chars] getbuffer failed. Mod type = [dec], slot# = [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-INVALID\_SM\_INSTANCE: Unable to get remote module State Machine instance forswitch [dec] slot [dec] module\_type [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-MALLOC\_FAILURE: Switch Id: [dec] : malloc for [chars] failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-NACKED\_EVENT: [chars] Remote Oir::CORE NACK'ed event status [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-POST\_PROCESSING\_NOTIFY\_FAILED: ROIR:sender [chars]  
Post processing notifications to local applns failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-PROCESSING\_FAILED: ROIR::Sender:: For Bay type [dec]  
slot [dec] - Core unsuccessful in processing event type [dec] status [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RECEIVED\_NULL\_ARG: [chars] received NULL argument

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-REGISTRY\_ADDITION\_FAILED: Registry addition failed for [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-REMOTE\_MODULE\_SANITY\_CHK\_FAILED: sanity check failed for remote module virtual slot number [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-REMOTE\_SWITCH\_NOT\_ONLINE:  
[chars] remote switch not online [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RF\_CLIENT\_NOTIFY\_TIMER: [chars](): Could not extend notification timer

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RF\_ROIR\_MSG\_SEND\_FAILED: [chars](): Error sending remote oir rf message

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-RF\_SEND\_PEER\_MSG\_FAILED: [chars] - rf\_send\_peer\_msg failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_BAD\_VSLOT\_NUM: [chars] virtual slot [dec] number is invalid for virtual switch module

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_EVENT\_SEND\_NULL\_IDPROM: ROIR Event Send failed : fru type [dec] bay type [dec] unit [dec] name [chars] description [chars] - reason: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_RECV\_EVENT\_ERROR: ROIR:incoming event error received [chars] event

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-ROIR\_UNABLE\_TO\_GET\_REMOTE\_MODULE\_DATA\_STRUCT: Unable to get remote switch module data structure forswitch [dec] slot [dec] module type [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-SLOT\_IS\_ZERO: [chars] slot is ZERO

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-TIMER\_EVENT\_RECV: ROIR::Receiver::Timer Process got TIMER event

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-TIMER\_EXPIRED: ROIR::Receiver::For Switch: [dec] Type [dec] Phy Slot [dec] - [chars] timer expired

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_COMMUNICATE\_THREAD: Remote Oir::Sender:: Cannot communicate thread sub block to type [dec] slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-2-UNABLE\_TO\_CREATE\_PROCESS: Could not create [chars] Process

**Explanation** The system was unable to create a watched boolean for the timer process of ROIR. This could indicate an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_ROIR\_PROCESS: ROIR:Core Process creation failedswitch [dec] slot [dec] module\_type [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_SWOVER\_PROCESS: ROIR:HA error Could not create Remote Swover process!!pid: [dec] for slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_THREAD\_INSTANCE: Remote Oir::Sender::Unable to create a [chars] for process type [dec] slot [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_CREATE\_WB: ROIR: [chars] Unable to create [chars] watched boolean

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_GET\_THREAD\_SUBLOCK: Unable to get thread sub-block. Unable to continue. Remote switch sender thread aborting.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_INIT: ROIR: Core: Unable to init [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-UNABLE\_TO\_RETRIEVE\_MODULE\_DATA\_STRUCTURE: Unable to get module data structure for remote module

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_IDENT\_FAILED: ROIR::Recvr [chars] - Could not get identify worker thread id

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_INVALID\_THREAD: ROIR::Recvr - Bay sw[dec] type[dec] slot[dec] - [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_PACK\_DROPPED: ROIR::Rcvr Worker Thread [dec] dropped packet because data section NULL!

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %c6k\_VSD\_ROIR-6-WORKER\_THREAD\_SET\_OR\_CREATE\_WORKER\_THREAD: ROIR::Rcvr Worker Unable to [chars] thread [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C6K\_WAN\_C2W Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN C2Wire (C6K\_WAN\_C2W) messages.

### C6K\_WAN\_C2W-4

**Error Message** %C6K\_WAN\_C2W-4-READERROR: C2Wire read failed reg [hex] on device [chars]

**Explanation** The Smbus driver failed to read from the specified C2W device.

**Recommended Action** No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C6K\_WAN\_C2W-4-WRITEERROR: C2Wire write failed reg [hex] on device [chars]

**Explanation** The SMBus driver failed to write to the specified C2W device.

**Recommended Action** No action is required if this warning message appears occasionally. If the message appears often in a short period of time, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_ES Messages

This section contains Ethernet Services linecard messages.

### C7600\_ES-2

**Error Message** %C7600\_ES-2-CRITICAL\_ERR: C7600-ES Line Card Failure: [chars]

**Explanation** A critical error has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log and cash dump should provide more information of the problem.

**Recommended Action** If the problem persists, then collect crash dump and File a DDTS. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-IOFPGA\_IO\_BUS\_ERROR: C7600-ES Line Card IOFPGA IO [chars]  
Bus Error: Error = [hex] Error Address = [hex], Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. SELENE/LINKFPGA/PEFPGA FPGA failed to respond to a read or write access. This message indicates a hardware failure or a malfunction. The linecard will reload to attempt to fix the problem.

**Error Message** %C7600\_ES-2-NMI\_RESET: C7600-ES Line Card NMI reset by SUP

**Explanation** The Supervisor detected C7600-ES line card as unresponsive and attempted to recover line card by issuing an Non Maskable Interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-NP\_FAILURE: C7600-ES Line Card NP [dec] Failure: [chars]

**Explanation** An unexpected fatal condition has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log and cash dump should provide more information of the problem. This message indicates a NP failure or malfunction. The LC will reset to attempt to fix the problem.

**Recommended Action** If the problem persists, then collect crash dump and File a DDTS. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-NP\_WORKAROUND: C7600-ES Line Card NP[[dec]] Workaround [chars] after [[dec]] retries

**Explanation** The NP workaround routine on the C7600-ES Line Card Passed/Fail.If the workaround failed, it will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, then copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug

Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-2-PEX\_INIT\_FAILED: C7600-ES Line Card PCI Express Initialization failed at [chars][[dec]]

**Explanation** The C7600-ES Line Card received an error during initialization when attempting to initialize the PCI Express interface with the forwarding hardware. A hardware problem has prevented the target line card from fully initializing. This will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, then copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-2-UNRECOVERABLE\_FAILURE: C7600-ES Line Card Unrecoverable Failure for Device: [chars]

**Explanation** An unexpected fatal condition has occurred on the C7600-ES Line Card. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## C7600\_ES-3

**Error Message** %C7600\_ES\_LINK-3-FPGA\_NOT\_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!

**Explanation** The Link FPGA configuration is not done properly. This could be caused by an incompleting Link FPGA update in a previous FPD upgrade process.

**Recommended Action** Restart the FPD upgrade. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-KPFPGA\_FIFO\_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Interrupt

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. Some data traffic between EARL and the firmware ASIC Metropolis is flow controlled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-KPFPGA\_PARITY\_ERR\_INT: C7600-ES Line Card Packet Engine Supertycho KPFPGA Parity Error

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error occurred during KPFPGA register access.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_ACL\_PARITY: C7600-ES Line Card Packet Engine ACL Counter FPGA Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected when reading from the ACL Counter FPGA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_INV\_ADDR\_ERR: C7600-ES Line Card Packet Engine Invalid Address Access on Earl CardIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. An IO Bus transfer from the Baseboard goes to an undefined address on the EARL card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_PARITY: C7600-ES Line Card Packet Engine Bus Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected on the IO Bus from the Baseboard.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_PROTOCOL\_ERR: C7600-ES Line Card Packet Engine IO Bus Protocol ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A transfer on the IO Bus between the Baseboard and the Earl FPGA did not follow the bus protocol.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_ST\_PARITY: C7600-ES Line Card Packet Engine Supertycho Parity ErrorIO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. A parity error is detected when reading from the Supertycho register.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES-3-PE\_INT\_BUS\_TIMEOUT: C7600-ES Line Card Packet Engine Bus Timeout: IO Bus Error Address = [hex], IO Bus Error Data = [hex]

**Explanation** An unexpected hardware error condition has occurred on the C7600-ES Line Card. Supertycho or the ACL Counter FPGA failed to respond to a read or write access within 1 usec.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## C7600\_ES-5

**Error Message** %C7600\_ES-5-BRIDGE\_ASIC\_INTR: The Bridge-ASIC- [chars] [[dec]] interrupt asserted. Addr [[hex]] = [hex]

**Explanation** The Bridge-ASIC on the linecard has experienced an interrupt. The recovery action is already taken and no further action is needed.

**Recommended Action** No action is required.

**Error Message** %C7600\_ES-5-FPGA\_IMAGE\_CORRUPTED: [chars] failed to program at power up, presumed corrupted.

**Explanation** One of the FPGAs failed to program at boot. The board will not and cannot forward traffic in this state. Failure to program presumably caused by corrupted FPGA image. Likely cause of corrupted FPGA image: write failure during FPGA FPD upgrade. Likely cause of FPGA FPD upgrade failure: unexpected LC reset during FPD upgrade.

**Recommended Action** If failure occurred during a FPGA FPD upgrade, ensure that LC was not or will not be inadvertently reset during upgrade. Some FPGA FPD upgrades might require a longer time to complete, and an inadvertent reset during the programming interval will corrupt the FPGA image. If failure did not occur during an FPD upgrade, the FPGA recovery logic will nevertheless necessitate a FPGA FPD upgrade. As a reminder, this requires an FPD bundle file on the supervisor to complete.

**Error Message** %C7600\_ES-5-FPGA\_RECOVERY: [chars] recovery invoked.

**Explanation** FPD is being invoked to recover corrupted FPGA FPD image. Allow a few minutes for programming to complete. FPD will report results from programming FPGA. If FPD reports success, recovery has completed successfully.

**Recommended Action** Verify that FPD successfully recovered image.

**Error Message** %C7600\_ES-5-MET\_TIMEOUT: Rewrite Engine Multicast Expansion Table access timeout recovery action invoked, Address = [hex]

**Explanation** The linecard experienced an IO-BUS timeout while accessing the Multicast Expansion Table. The recovery action is already taken and no further action is needed.

**Recommended Action** No action is required

## C7600\_ES-LINK-3

**Error Message** %C7600\_ES\_LINK-3-FPGA\_NOT\_READY: [chars] reports Link FPGA is not ready (ConfigPLD status [hex])!

**Explanation** The Link FPGA configuration is not done properly. This could be caused by an incompleting Link FPGA update in a previous FPD upgrade process.

**Recommended Action** Restart the FPD upgrade. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES\_LINK-3-INIT\_FAILED: Failed to initialize Link Daughtercard.

**Explanation** Link Daughter card initialization process failed caused by a Link FPGA not ready, memory allocation failure, or a fatal OS kernel error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_ES\_LINK-3-INTR\_THROTTLE: Interface [chars] PHY interrupt is throttled. Total throttle count [dec].

**Explanation** A 10GE PHY interrupt burst has occurred on one of the interfaces on the link daughter card. The error message indicates that a throttling mechanism has been applied to this port to avoid any operational damage that could be provoked by this event. Possible causes of this problem include a bad transceiver, frequently flapping optical signals, or mismatched path signals (that is, receiving a 10GBASE-W signal on 10GE LAN interface).

**Recommended Action** Check the interface configuration and received signal characteristics. Verify the XFP transceiver and receive signal path to determine the exact root cause. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %C7600\_ES\_LINK-3-SEND\_MSG: Link DC failed to notify driver process about a line state change in the interface port [dec]

**Explanation** A line state change has occurred on one of the interface ports on the link daughter card. The error message indicates the port number. The state change notification could not be sent to the link daughter card processor. The cause for this problem could be memory exhaustion.

**Recommended Action** Enter the **show memory summary** command to attempt to determine the cause of the error. If it is insufficient system memory, Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## C7600\_ES-LINK-4

**Error Message** %C7600\_ES\_LINK-4-SCPBUF\_ERR: Failed to get packet from SCP packet pool for [chars]

**Explanation** The Line Card failed to allocate a packet from the SCP packet pool for the transceiver control message specified in the error message.

**Recommended Action** No action is required.

## C7600\_ES-LINK-5

**Error Message** %C7600\_ES\_LINK-5-ALS\_RESTARTREJ: ALS manual restart command on the Interface [chars] is rejected.

**Explanation** The most recent Automatic Laser Shutdown manual restart command (**als restart mode manual**) on the given interface was issued when the ALS statemachine was not in the IDLE state and could not be accepted.

**Recommended Action** No action is required.

# C7600\_SIP200 Messages

This section contains SPA Interface Processor 200 (C7600\_SIP200) messages.

## C7600\_SIP200-3

**Error Message** %C7600\_SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]

**Explanation** The interface SIP 200 information is not valid. This message indicates an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** command on the line card. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SIP200-3-SONET\_CLOCK\_FAILED: SPA Sonet clock has failed (status = [hex])

**Explanation** The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as PoS and ATM, will be affected.

**Recommended Action** If the SPA SONET clock does not recover, perform an OIR.

**Error Message** %C7600\_SIP200-3-SONET\_CLOCK\_RECOVERED: SPA Sonet clock has recovered (status = [hex])

**Explanation** The SPA SONET clock has recovered.

**Recommended Action** No action is required.

## C7600\_SIP200-4

**Error Message** %C7600\_SIP200-4-MEM\_MODULE\_MISMATCH: Memory modules are not identical

**Explanation** The memory modules do not have identical parameters. This condition might impact performance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show memory** command on the line card. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SIP200\_MP Messages

This section contains SIP 200 multiprocessing (C7600\_SIP200\_MP) messages.

### C7600\_SIP200\_MP-1

**Error Message** %C7600\_SIP200\_MP-1-UNSAFE: Multiprocessor error on [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SIP200\_MP-3

**Error Message** %C7600\_SIP200\_MP-3-INIT\_FAILURE: Second CPU initialization failed

**Explanation** The line card CPU unit has two CPU cores in it. The second CPU core is not initialized successfully, so the line card is operating with one CPU core only. You may also see a SYS-2-MALLOCFAIL warning message.

**Recommended Action** If this message appears when a line card boots up, reload the line card by entering the **hw-module module slot reset** command. Also, check the amount of memory on the line card by entering the **show controller cwan** command.

## C7600\_SIP200\_MP-4

**Error Message** %C7600\_SIP200\_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex] ([int]) to [hex] for [int] CPU cycles. [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second nonmaster CPU to be suspended for too long a time. This condition could cause the nonmaster CPU to drop packets. This warning indicates a transient software problem, and the line card should continue to operate normally.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SIP200\_MP-4-TIMEOUT: Master CPU request timed out [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The nonmaster CPU is not responding in time to the request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SIP200\_SPIRX Messages

This section contains SIP 200 SPI4.2 bus ingress interface (C7600\_SIP200\_SPIRX) messages.

### C7600\_SIP200\_SPIRX-3

**Error Message** %C7600\_SIP200\_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]

**Explanation** The system cannot program or configure the ingress SPI4.2 device on the line card. This condition indicates an internal hardware error.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SPA\_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]

**Explanation** A SPA interrupt from the ingress SPI4.2 device has occurred.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SPI4\_LINKERROR: SPA Bay [int], [int] SPI4 Link Failures

**Explanation** Link errors from the ingress SPI4.2 device have occurred.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SRAM\_ERROR\_DATA: SRAM[dec] Address = [hex] [hex]  
Data = [hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]

**Explanation** An SRAM address and data dump has occurred.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-SRAM\_INTERRUPT: [chars], Sram Int status = [hex]

**Explanation** An SRAM interrupt has occurred from the ingress SPI4.2 device.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPIRX-3-STATUS\_INTERRUPT: [chars], Global Int status = [hex]

**Explanation** A status interrupt has occurred from the ingress SPI4.2 device.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

## C7600\_SIP200\_SPITX Messages

This section contains SIP 200 SPI4.2 bus egress interface (C7600\_SIP200\_SPIRX) messages.

### C7600\_SIP200\_SPITX-3

**Error Message** %C7600\_SIP200\_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]

**Explanation** The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-BADPAK: corrupted packet to [chars]

**Explanation** The egress SPI4.2 device on the line card is handling a packet that is corrupted. This condition indicates that an internal software error has occurred. The corrupted packet has been dropped.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-CHANNEL\_ENABLE\_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

**Explanation** The specified SPI4 channel could not be enabled or disabled.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA1: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA2: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DESCR\_ERR\_SPA3: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a TX descriptor. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-DMA\_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int] [chars]

**Explanation** The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA0: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA1: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_ERR\_SPA3: SPAsatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control (EFC) bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCEVNT\_ERR: [chars]

**Explanation** The egress data path device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFC\_QUEUE\_STUCK: [chars]

**Explanation** The egress data path device on the line card detected an error condition with the Extended Flow Control Bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected a SPI4.2 status clock or synchronization failure. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]

**Explanation** The egress SPI4.2 device on the line card could not be programmed or configured. This indicates an internal hardware error.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA0: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA1: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA2: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-INT\_PERR\_SPA3: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]

**Explanation** The egress SPI4.2 device on the line card returned a descriptor entry that did not match what the line card CPU expected. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-OVERRUN\_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]

**Explanation** While the egress SPI4.2 device on the line card sends a packet on the extended flow controlled channel, it overruns the SPI4 channel but cannot queue it to the internal hold queue. This indicates an internal software error.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA0: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA1: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SPI4\_ERR\_SPA3: SPAsatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel** [channel-id] command for the SPA.

**Error Message** %C7600\_SIP200\_SPITX-3-SRAM\_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

**Explanation** The egress SPI4.2 device on the line card detected a parity error in the egress packet memory. This condition could cause packets to drop.

**Recommended Action** If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel** [channel-id] command for the SPA.

## C7600\_SSC Messages

This section contains Services SPA Carrier Card (C7600\_SSC) messages.

### C7600\_SSC-3

**Error Message** %C7600\_SSC-3-BRDTYPE\_INDEX\_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match

**Explanation** A mismatch was detected between the card index and board type. The C7600-SSC-400 board type is 4 and the card index is 191. The C7600-SSC-600 board type is 5 and the card index is 224.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DCM\_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status: [hex]

**Explanation** One or more of the Digital Clock Managers (DCMs) for the data path FPGAs failed to lock. This indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DP\_COUNTERS: [chars]: Failed to create DP counter process.

**Explanation** A process is initiated on bootup to monitor the counters of the data path FPGAs. There was an error creating this process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DP\_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: [hex].

**Explanation** This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DP\_PROGRAMMING: [chars]: [chars] FPGA failed to program.

**Explanation** This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPRX\_ERR: [chars]. [chars]

**Explanation** There was an error receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_ERR: [chars]: [chars].

**Explanation** There was an error sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_ERR\_MECC: [chars]: [chars]. ERR addr register: [hex].

**Explanation** There was an error sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_ERR\_SECC: [chars]: [chars]. Single bit error count:[hex], ECC ERR addr register:[hex].

**Explanation** A data corruption error that was automatically fixed was detected while sending data to the SPA.

**Recommended Action** No action is required if you see this message once. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-DPTX\_QDR: [chars]: Error clearing QDR queue [dec].

**Explanation** One of the QDR queues did not flush completely.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-SINGLE\_SPA\_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.

**Explanation** The 7600-SSC is in single SPA mode.

**Recommended Action** No action is required.

**Error Message** %C7600\_SSC-3-SSC\_BAY\_SHUT: [chars]: Bay [dec] is shutdown because [chars] is in single-spa-mode

**Explanation** The specified bay is shut down. In single SPA mode, only one bay is active.

**Recommended Action** Refer to the IPsec VPN SPA documentation for information about single SPA mode.

**Error Message** %C7600\_SSC-3-SW\_ERROR: [chars]: [chars]

**Explanation** This error is seen when there is a problem in internal software coding; it should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC-3-UNKNOWN\_BRDTYPE: [chars]: SSC board type [dec] is not supported

**Explanation** Board type does not belong to either C7600-SSC-600 or C7600-SSC-400.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SSC-7

**Error Message** %C7600\_SSC-7-DP\_DISABLE: [chars]: [chars] FPGA is forced disabled.

**Explanation** This FPGA has been disabled. Forced disabling is a debugging feature.

**Recommended Action** No action is required.

# C7600\_SSC600 Messages

This section contains Services SPA Carrier Card (C7600\_SSC600) messages.

## C7600\_SSC600-3

**Error Message** %C7600\_SSC600-3-DCM\_FAIL: [chars] FPGA module DCM Lock Failure, status: [hex]

**Explanation** One or more of the Digital Clock Managers (DCM) for the data path FPGAs failed to lock. This condition indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DP\_COUNTERS: Failed to create DP counter process.

**Explanation** A process is initialized at bootup to monitor the counters of the data path FPGAs. There was an error in creating this process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DP\_ERROR: Bus Error initializing [chars] FPGA, addr: [hex] .

**Explanation** This FPGA could not be initialized because of a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command to gather more information on the specific nature of the condition. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will

supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DP\_PROGRAMMING: [chars] FPGA failed to program.

**Explanation** This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** Enter the **show hw-module slot fpd** command to gather more information on the specific nature of the condition. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DPRX\_ERR: [chars].

**Explanation** There was an error receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DPTX\_ERR: [chars].

**Explanation** There was an error sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-DPTX\_QDR: Error clearing QDR queue [dec].

**Explanation** One of the QDR queues did not clear completely.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %C7600\_SSC600-3-SINGLE\_SPA\_MODE: Module will use only bay [dec]. Bay [dec] is shut.

**Explanation** The 7600-SSC-400 is in single SPA mode.

**Recommended Action** This message is informational. No action is required.

**Error Message** %C7600\_SSC600-3-SSC\_BAY\_SHUT: Bay [dec] is shutdown because 7600-SSC-400 is in single-spa-mode

**Explanation** The specified bay is shut down. In single SPA mode, only one bay is active.

**Recommended Action** Refer to the IPsec VPN SPA documentation for information about single SPA mode.

**Error Message** %C7600\_SSC600-3-SW\_ERROR: NULL

**Explanation** This condition occurs when there is a problem in internal software coding; it should not occur under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## C7600\_SSC600-7

**Error Message** %C7600\_SSC600-7-DP\_DISABLE: [chars] FPGA is forced disabled.

**Explanation** This FPGA has been disabled. Forced disabling is a debugging feature.

**Recommended Action** No action is required.

## CALL\_HOME Messages

This section contains Call Home messages.

### CALL\_HOME-3

**Error Message** %CALL\_HOME-3-CLI\_CMD\_RUN\_FAILED: No VTY connection available to run CLI command for event notification message (ERR [dec])

**Explanation** Call Home was unable to open a VTY connection to run CLI commands and collect output for use in notification messages.

**Recommended Action** Increase the number of configured VTY lines or change the Alert Group subscriptions to make them more restrictive (to reduce the number of simultaneous event triggers).

**Error Message** %CALL\_HOME-3-HTTP\_REQUEST\_FAILED: Call-Home HTTP request failed (ERR [dec])

**Explanation** The Call Home HTTP message failed to send to an HTTPS server.

**Recommended Action** Check whether you have configured a valid trustpoint certificate for secure HTTP messages.

**Error Message** %CALL\_HOME-3-HTTP\_REQUEST\_FAILED: failed to send HTTP request to : %s (ERR %d : %s)

**Explanation** The call-home HTTP message failed to send to HTTPS server,

**Recommended Action** Please check the connectivity of your network and the DNS setting

**Error Message** %CALL\_HOME-3-MESSAGE\_SIZE\_OVER\_LIMIT: XML message size over limit, failed to send call-home message. configured message size limit ([dec]) is less than current message minimum length required ([dec]).

**Explanation** Unable to create the message because the message size exceeds the configured message size limit.

**Recommended Action** Increase the destination message size limit.

**Error Message** %CALL\_HOME-3-REQUEST\_MESSAGE\_FAILED: call-home request message failed to send (ERR [dec], [chars])

**Explanation** An attempt to send a call-home request message has failed.

**Recommended Action** Configure Call Home to send call-home request messages.

**Error Message** %CALL\_HOME-6-REQUEST\_MESSAGE\_SUCCEEDED: call-home request message succeeded

**Explanation** A call-home request message was sent successfully.

**Recommended Action** No action is required.

**Error Message** %CALL\_HOME-3-SMTP\_SEND\_FAILED: Unable to send notification using all SMTP servers (ERR [dec], [chars])

**Explanation** Call Home was unable to send notification using any of the configured SMTP servers.

**Recommended Action** Verify the configuration of the Call Home SMTP servers and ports used to connect to the servers. Verify that the remote SMTP servers are reachable and that they are operating correctly.

## CALL\_HOME-4

**Error Message** %CALL\_HOME-4-MESSAGE\_IS\_TRUNCATED: message size over limit, call-home message is truncated. configured message size limit ([dec]) is less than current message total length required ([dec]).

**Explanation** The Call Home message is truncated because it exceeds the configured message size limit.

**Recommended Action** Increase the destination message size limit.

## CALL\_HOME-5

**Error Message** %CALL\_HOME-5-HTTPS\_NOT\_SUPPORTED: This image version does not support HTTPS

**Explanation** The configured message destination is a secure HTTP (HTTPS) URL, but this image does not support secure HTTP.

**Recommended Action** Upgrade your system image to a crypto image, which supports secure HTTP.

## CALL\_MGMT-1

**Error Message** %CALL\_MGMT-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Call Management software. This indicates an initialization failure. When this occurs, the Call Management subsystem is not operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CALL\_MGMT-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Call Management software. This indicates that internal data was corrupted due to a software error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CALL\_MGMT-4

**Error Message** %CALL\_MGMT-4-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Call Management software. This indicates that a call record is missing from active call list

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CARRIER-2

**Error Message** %CARRIER-2-UNAVAILABLE: 3 NP108s were not found on Tetryl card, %d detected.

**Explanation** Tetryl requires 3 NP108s to be present

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-2-UNAVAILABLE: Cannot mix E1 PRI and CT3 DFC in chassis, do not power up invalid card in slot %d

**Explanation** The user has put E1 PRI and CT3 DFC cards in the same chassis.

**Recommended Action** Remove the extra E1 PRI or CT3 DFC card.

**Error Message** %CARRIER-2-UNAVAILABLE: Cannot mix T1 and E1 8PRI DFC cards in chassis, do not power up invalid card in slot %d

**Explanation** The user has put T1 and E1 8PRI DFC cards in the same chassis.

**Recommended Action** Remove the extra T1 or E1 8PRI DFC card.

**Error Message** %CARRIER-2-UNAVAILABLE: Too many 8PRI DFC cards, do not power up invalid card in slot %d

**Explanation** The user has put too many 8PRI DFC cards in the chassis.

**Recommended Action** Remove the extra 8PRI DFC card.

**Error Message** %CARRIER-2-UNAVAILABLE: Too many CT3 DFC cards, do not power up invalid card in slot %d

**Explanation** The user has put too many CT3 DFC cards in the chassis.

**Recommended Action** Remove the extra CT3 DFC card, or 8PRI DFC card causing problem

**Error Message** %CARRIER-2-UNAVAILABLE: Too many trunk DFC cards, do not power up invalid card in slot %d

**Explanation** The user has put too many trunk DFC cards in the chassis.

**Recommended Action** Remove the extra trunk DFC card.

## CARRIER-3

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Carrier Platform Init Failed - Slot %d

**Explanation** DFC Carrier Platform Init Failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Power Changed - DFC %d

**Explanation** DFC Power is fluctuating

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Power-On Failed - DFC %d

**Explanation** DFC Power-On Failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC Reset Failed - DFC %d

**Explanation** During OIR Removal process, DFC reset failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC initialization is failed - DFC %d

**Explanation** DFC initialization is failed because of several reasons

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: DFC is already initialized - DFC %d

**Explanation** DFC is already initialized, no need to initialize again

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARRIER-3-UNAVAILABLE: Invalid DFC - DFC %d type %d

**Explanation** DFC has invalid board id/type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CASA-3

**Error Message** %CASA-3-UNAVAILABLE: Incoming packet is CASA v%d, this router is v%d

**Explanation** A packet was received for the wrong version of CASA

**Recommended Action** Verify that all CASA devices are running the same version of the protocol

## CASA-4

**Error Message** %CASA-4-UNAVAILABLE: %s security information in CASA packet.

**Explanation** Security check failed.

**Recommended Action** Make sure all CASA systems are configured with the same password.

**Error Message** %CASA-4-UNAVAILABLE: Message parsing error: %s

**Explanation** Failed to parse an incoming packet

**Recommended Action** If this message is occurring repeatedly, enable 'debug ip casa error' and record the output, call your Cisco technical support representative, and provide the gathered information.

**Error Message** %CASA-4-UNAVAILABLE: Unexpected condition: %s

**Explanation** An unexpected condition was detected while performing CASA operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CASA-4-UNAVAILABLE: Unexpected error: %s

**Explanation** An unexpected error occurred while performing CASA operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CASA-4-UNAVAILABLE: Wildcard overlap: %s

**Explanation** A CASA wildcard, received on one port, has been overwritten by a service manager sending to another port. This message may appear once if you are migrating your service to a new forwarding-agent port, if it recurs, it could indicate a configuration problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CAMP Messages

This section contains Cooperative Asymmetric Multiprocessing (CAMP) messages.

## CAMP-3

**Error Message** %CAMP-3-MP\_INIT\_FAILURE: Second CPU initialization failed

**Explanation** The module CPU unit has two CPU cores in it. The second CPU core did not initialize successfully, so the module is operating with only one CPU core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CAPI\_EC Messages

This section contains card and EtherChannel limitation (CAPI\_EC) messages.

## CAPI\_EC-4

**Error Message** %CAPI\_EC-4-GROUP\_RATE\_LIMITED: Adding interfaces of the same port-group ([dec]-[dec]) on [chars] to an etherchannel will not increase the channel throughput!

**Explanation** Because ports on the specified slot use oversubscription, the total throughput of the port channel is limited by the port group.

**Recommended Action** If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of 8, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

**Error Message** %CAPI\_EC-4-RATE\_LIMITED: Adding [chars] interfaces to an etherchannel will limit channel throughput to 1 Gbps!

**Explanation** Because ports on the indicated card type use oversubscription, throughput of the port channel is limited.

**Recommended Action** If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port-groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port channel.

**Error Message** %CAPI\_EC-4-SLOT\_RATE\_LIMITED: Adding interfaces on slot [dec] to an etherchannel will limit channel throughput to 1 Gbps!

**Explanation** Because ports on the indicated slot use oversubscription, the total throughput of the port channel is limited.

**Recommended Action** If more throughput is required, either use ports from a line card that does not use oversubscription, or use ports from different line cards or port-groupings on oversubscribed line cards. For example, if the line card has 48 ports in groups of eight, you can select ports 1, 9, 17, 25, 33, and 41 for the same port-channel.

## CARDMGR Messages

This section contains SIP 400 Card Manager (data plane) (CARDMGR) messages.

### CARDMGR-2

**Error Message** %CARDMGR-2-ESF\_DEV\_ERROR: An error has occurred on [chars]: [chars]

**Explanation** The ESF encountered an error during normal operation. Steps need to be taken to resolve the problem and allow traffic through the SIP 400 line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-ESF\_LOAD\_FAIL: [chars] failed to load: [chars]

**Explanation** The ESF could not be loaded because one of the steps in the startup sequence failed. This ESF is now not operational, which stops the traffic through the SIP-400 line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-NULL\_OBJECT: Missing device object (%s) for pending interrupt

**Explanation** A hardware device asserted an interrupt to report an event, but there is no device object for this device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-SPABUS\_ERROR: A [chars] FSM SPA bus error has occurred in subslot [dec]

**Explanation** An FSM SPA bus error occurred during normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-SYNC\_CHECK\_FAIL: The SPA in subslot %d/%d %s SPI4 interface sync with the host failed.

**Explanation** The syncing of the SPA to the host on the SPI4 bus failed for either ingress, egress, or both, as specified.

**Recommended Action** Please attempt to reseat the specified SPA, making sure it is properly screwed down. If it still fails, try the SPA in another subslot if possible to determine if the problem is the SPA or the host card. If you still require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-2-TCAM\_REG\_OVERWRITE: Attempt made to overwrite registered TCAM callback function %08X with %08X

**Explanation** A single function can be set as a callback for TCAM events. This message indicates that an attempt to set a new callback has failed because a callback function has already been set.

**Recommended Action** Please attempt to reseat the specified SPA, making sure it is properly screwed down. If it still fails, try the SPA in another subslot if possible to determine if the problem is the SPA or the host card. If you still require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CARDMGR-4

**Error Message** %CARDMGR-4-ESF\_DEV\_RELOADED: The ESF microcode has automatically recovered from an internal inconsistency.

**Explanation** An ESF internal inconsistency was detected during normal operation. The ESF microcode was reloaded to resolve the inconsistency.

**Recommended Action** No action is required unless this message appears multiple times. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-4-ESF\_LOAD\_WARN: [chars] microcode load: [chars]

**Explanation** The ESF was loaded even though a potential problem exists.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-4-ESF\_LOOPBACK\_FAIL: ESF loopback packet test failed: tried [dec] sent [dec] received [dec]

**Explanation** The ESF loopback packets sent after a microcode reload experienced excessive packet loss. This condition is usually an indication that data traffic through this line card is impacted as well.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CARDMGR-5

**Error Message** %CARDMGR-5-ESF\_DEV\_INFO: ESF internal inconsistency corrected on [chars]: [chars]

**Explanation** An ESF internal inconsistency was detected and corrected during normal operation.

**Recommended Action** No action is required unless this message appears multiple times. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>.

With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CARDMGR-5-ESF\_UCODE\_DONE: Microcode download complete for [chars], time elapsed [time-stamp]

**Explanation** The ESF microcode was successfully downloaded and started. The forwarding engine is now configured and operational. The time elapsed is measured from the ESF\_UCODE\_START message.

**Recommended Action** This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

**Error Message** %CARDMGR-5-ESF\_UCODE\_START: Downloading microcode [chars] for [chars], version=[chars], [chars]

**Explanation** The platform code was starting to download a particular ESF microcode image.

**Recommended Action** This is a normal activity at Cisco IOS boot time or after a fatal ESF error occurs. No action is necessary.

## CAT6000\_SSC Messages

This section contain Services SPA Carrier Card (SSC) messages.

### CAT6000\_SSC-3

**Error Message** %CAT6000\_SSC-3-BRDTYPE\_INDEX\_MISMATCH: [chars]: Board type ([dec]) and card index ([dec]) do not match

**Explanation** A mismatch was detected between the card index and board type. For the C7600-SSC-400, the board type is 4 and the card index is 191. For the C7600-SSC-600, the board type is 5 and the card index is 224.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DCM\_FAIL: [chars]: [chars] FPGA module DCM Lock Failure, status:%08x

**Explanation** One or more of the digital clock managers (DCM) for the data path FPGAs failed to lock. This indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPRX\_ERR: [chars]. [chars]

**Explanation** An error occurred while receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_ERR: [chars]: [chars].

**Explanation** An error occurred while sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_ERR\_MECC: [chars]: [chars]. ERR addr register:0x%08lx.

**Explanation** An error occurred while sending data to the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_ERR\_SECC: [chars]: [chars]. Single bit error count:0x%08lx, ECC ERR addr register:0x%08lx.

**Explanation** A data corruption error was detected and automatically fixed while sending data to the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DPTX\_QDR: [chars]: Error clearing QDR queue [dec].

**Explanation** One of the QDR queues did not flush completely.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DP\_COUNTERS: [chars]: Failed to create DP counter process.

**Explanation** A process is spawned on bootup to monitor the counters of the data path (DP) FPGAs. There was an error creating this process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DP\_ERROR: [chars]: Bus Error initializing [chars] FPGA, addr: 0x%08x.

**Explanation** This FPGA could not be initialized due to a bus error. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show hw-module slot fpd** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-DP\_PROGRAMMING: [chars]: [chars] FPGA failed to program.

**Explanation** This FPGA failed to program. This condition indicates a hardware failure, possibly due to a failed FPD upgrade.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show hw-module slot fpd** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-SINGLE\_SPA\_MODE: [chars]: Module will use only bay [dec]. Bay [dec] is shut.

**Explanation** The 7600-SSC is in single SPA mode.

**Recommended Action** No action is required.

**Error Message** %CAT6000\_SSC-3-SSC\_BAY\_SHUT: [chars]: Bay [dec] is shutdown because [chars] is in single-spa-mode

**Explanation** The specified bay is shut down. In single SPA mode, only one bay is active.

**Recommended Action** Refer to the IPsec VPN SPA documentation for information about single SPA mode.

**Error Message** %CAT6000\_SSC-3-SW\_ERROR: [chars]: [chars]

**Explanation** This error indicates a problem in internal software coding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SSC-3-UNKNOWN\_BRDTYPE: [chars]: SSC board type [dec] is not supported

**Explanation** The board type is not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CAT6000\_SSC-7

**Error Message** %CAT6000\_SSC-7-DP\_DISABLE: [chars]: [chars] FPGA is forced disabled.

**Explanation** This FPGA has been forced disabled. This is a debugging feature.

**Recommended Action** No action is required.

## CAT6000\_SVC Messages

**Error Message** %CAT6000\_SVC\_APP\_HW-0-DPFPGAINTFATALERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A Data Path FPGA fatal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-2-APP\_PROC\_ALERT: Service Application Processor alert: [chars]

**Explanation** A hardware problem was detected on the Service Application Processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-2-HW\_INTERRUPT: Hardware interrupt for Device: [chars]

**Explanation** A hardware interrupt occurred on the Line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-2-UNSUPPORTED\_HW: Unsupported Hardware: [chars]

**Explanation** Unsupported hardware was found on the Line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-BAD\_IFCOMTYPE: Bad ifcom message type=[int]

**Explanation** A Trifecta module passed down a message that the RP software was not prepared to handle.

**Recommended Action** lcp-services

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGADRVFAIL: DPFPGA object driver [chars] failure

**Explanation** DPFPGA object driver create or pll check or TSE and XAUIs bring-up or check all blocks except GLOBAL and XAUIs or check global interrupt register or check XAUIs global status or check XAUIs global error status failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGAHWFAIL: Hardware bring-up failure

**Explanation** The DPFGA manager failed to bring-up the hardware prior to constructing the device object driver.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGAIMAGE: DPFGA image [chars] error, IOFPGA config flash status register [hex]

**Explanation** A datapath FPGA image download or CRC error has occurred. The actual hardware reason is stored in IOFPGA config flash register.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGAINTErr: [chars], hardware register offset [hex] value [hex]

**Explanation** A datapath FPGA error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGRAMNGRFAIL: DPFPGA manager [chars] failure

**Explanation** The DPFPGA manager create various processes failure or initialization failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGASEUERR: A [chars] occured on the DPFPGA. SEU\_EMR\_REG = [hex]

**Explanation** DPFPGA error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-DPFPGATIMEOUT: DPFPGA [chars] timeout after [dec]ms

**Explanation** DPFPGA init done or pll lock timeout during bring-up

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** The Linecard failed to allocate a buffer for communication with the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

**Explanation** The Linecard failed to create a port for communication with the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-IPCSENDFAIL: Failed to send IPC message [chars]

**Explanation** The Linecard failed to send a message to the Route Processor (Draco).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-3-SHMEMFAIL: Shared memory write time out after [dec]ms

**Explanation** The DPFPGA manager failed to get into the critical section for update the statistics counters in the PCI shared memory

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CAT6000\_SVC\_APP\_HW-6-APP\_FPGAVER\_MISMATCH: Module [dec]: [chars]

**Explanation** Service application FPGA version mismatch.

**Recommended Action** No action is required.

**Error Message** %CAT6000\_SVC\_APP\_HW-6-APP\_RESTART\_REASON: [chars] : [chars]

**Explanation** Service application restart reason.

**Recommended Action** No action is required.

**Error Message** %CAT6000\_SVC\_APP\_HW-6-APPONLINE: Service application in slot [int] is online.

**Explanation** Service application has finished booting up and is online

**Recommended Action** No action is required.

## CAT6000\_TRIFECTA Messages

### CAT6000\_TRIFECTA-0

**Error Message** %CAT6000\_TRIFECTA-0-DPFPGAINTFATALERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A DPFPGA fatal error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support**

command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CAT6000\_TRIFECTA-2

**Error Message** %CAT6000\_TRIFECTA-2-APP\_PROC\_ALERT: Service Application Processor alert: [chars]

**Explanation** A hardware problem was detected on the Service Application Processor.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-2-HW\_INTERRUPT: Hardware interrupt for Device: [chars]

**Explanation** A hardware interrupt occurred on the line card.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CAT6000\_TRIFECTA-3

**Error Message** %CAT6000\_TRIFECTA-3-BAD\_IFCOMTYPE: Bad ifcom message type=[int]

**Explanation** A Trifecta module passed down a message that the RP software was not prepared to handle.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the

Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGADRVFAIL: DPFGA object driver [chars] failure

**Explanation** DPFGA object driver create or pll check or TSE and XAUIs bring-up or check all blocks except GLOBAL and XAUIs or check global interrupt register or check XAUIs global status or check XAUIs global error status failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFGAHWFFAIL: Hardware bring-up failure

**Explanation** The DPFGA manager failed to bring-up the hardware prior to construct the device object driver

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFGAIMAGE: DPFGA image [chars] error, IOFPGA config flash status register [hex]

**Explanation** DPFGA image download or CRC error, the actual hardware reason is stored in IOFPGA config flash register

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGAINTERR: [chars], hardware register offset [hex] value [hex]

**Explanation** A DPFPGA error has occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGAMNGRFAIL: DPFPGA manager [chars] failure

**Explanation** The DPFPGA manager has created a processes failure or an initialization failure.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-DPFPGATIMEOUT: DPFPGA [chars] timeout after [dec]ms

**Explanation** DPFPGA init done or pll lock timeout during bring-up

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** The linecard failed to allocate a buffer for communication with the Route Processor (Draco).

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-IPCPORT: Failed to [chars] IPC port '[chars]', error [chars]

**Explanation** The linecard failed to create a port for communication with the Route Processor (Draco).

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-IPCSENDFAIL: Failed to send IPC message [chars]

**Explanation** The linecard failed to send a message to the Route Processor (Draco).

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-SHMEMFAIL: Shared memory write time out after [dec]ms

**Explanation** The DPFPGA manager failed to get into the critical section for update the statistics counters in the PCI shared memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CAT6000\_TRIFECTA-3-X86\_SHUT\_ERR%CBUS-3-ADDRFILTR: Interface %s, address filter %s command failed, code %#04x

**Explanation** The specified address filter command sent to the specified interface failed with the displayed error code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CBUS Messages

This section contain Cisco Bus Controller (CBUS) messages.

### CBUS-3

**Error Message** %CBUS-3-ADDRFILTR: Interface %s, address filter %s command failed, code %#04x

**Explanation** The specified address filter command sent to the specified interface failed with the displayed error code.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-BADRXEOFVEC: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-BADTXSTATE: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-BADVC: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CATMCFG: Interface %s, Cannot config interface, CBus ATM MEM 0x%x, status %d

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-CATMREJCMD: %s %s command failed (error code 0x%04x)

**Explanation** The cBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CCBCMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CCBCMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CCBCMDFAIL3: Controller %d, cmd (%d 0x%-04x, 0x%-04x, 0x%-04x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CE3DSX3ERR: (%s)Illegal E3 value - unit is %d

**Explanation** A status information message was received from the CT3 VIP, but during message processing it was detected that an element in the data structure corresponding to the status information message has not been set. This condition may be caused by either an element that has not been passed by the VIP or a corruption in the status message.

**Recommended Action** If this error recurs, enter the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-CFGCMDDROPPED: Config queue is full, command was dropped, slot %d

**Explanation** Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-CMD: Cmd failed: %s, response %#04x, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-CT3STAT: Out of buffers--losing status information for CT3 on VIP card

**Explanation** A status information message from the VIP was received. A memory buffer is required to process the status information message, but the memory allocation routine due to insufficient system buffer memory. Therefore, the status information message was not processed. This condition may be caused either by a heavy memory utilization at the time of the memory buffer request or by insufficient memory in the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs or appears regularly, contact your Cisco technical representative to upgrade the memory of the system.

**Error Message** %CBUS-3-CTRACHECK: Interface %s, Adapter Check Error (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRBADLOVE1: Interface %s, SRB\_COMPLETE lovenote received with unknown command (0x%04x)

**Explanation** The system received a message from the Token Ring interface but does not recognize the message.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRBADLOVE1\_DUMP: Dump of MEMB follows -SRB\_ADDR: %04x %04x %04x %04x %04x %04x %04x %04x

**Explanation** The system is printing codes related to a previous lovenote error message.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRCMDFAILED2: Interface %s, CTR Command %s Failed, Code %#04x

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRCMDFAILED: Interface %s, CTR Command %s Failed, %s (%#04x)

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRINIT: Interface %s, CTR Initialization Failed - %s

**Explanation** The Token Ring interface failed one of its internal self-tests.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRLRCMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CTRLRCMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-CTRRAMTEST: Interface %s, RAM Addressing Test Failed - %s

**Explanation** The Token Ring interface failed its memory diagnostic tests.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRRSET: Interface %s failed to initialize

**Explanation** The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-CTRUCHECK: Interface %s, Microcode Check Error

**Explanation** The Token Ring interface microcode detected an unrecoverable error.

**Recommended Action** Issue a **clear interface** command. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-DAUGHTER: Unit %d, daughter controller %d failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller, or in the Cisco 7000, a slot number. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. failed [chars] test ([chars]= memd read, memd write): If the failed test was memd read, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card. If the failed test was memd write, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller. The daughter card under test responds

successfully to some commands (otherwise the software would have received a DAUGHTER\_NO\_RSP message), but its memory device tests failed. The daughter card must be able to write to some memory device addresses; otherwise, it cannot respond to any commands.

**Recommended Action** First check that the daughter controller card is properly seated in its Multibus and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the daughter card or the slot. If the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-DAUGHTER\_NO\_RSP: Unit %d, daughter %d, not responding (0x%04x) - disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges are as follows: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. The daughter card hardware was recognized across the cBus backplane, but the daughter card did not respond to the first command issued to it. This condition is a result of one of the following: the daughter card did not reset, or the microcode on the card is in a hung state, or the card cannot fully communicate across the ciscoBus backplane (cannot read or write shared MEMD or does not get the MALU\_ATTENTION signal across the ciscoBus).

**Recommended Action** First, make sure that the daughter card is properly seated in its Multibus and ciscoBus connectors. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information

**Error Message** %CBUS-3-FCICMDFAIL0: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-FCICMDFAIL1: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-FSIPRSET: Interface %s, Error (%-04x) %s - fsip\_reset()

**Explanation** A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

**Recommended Action** Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-HALSDHERR: (%s)Illegal sdh value - unit is %d

**Explanation** Internal data structure is corrupted, which causes the love letter to drop.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-HALSTAT: Out of buffers--losing status information for ChSTM-1 on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-HSSIRSET: Interface %s, Error (%-04x) %s - hssi\_reset()

**Explanation** A command to reset an HSSI interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-INITERR: Interface %d, Error (%-04x), idb %08x %d %s - cbus\_init()

**Explanation** The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-INTR: Interface %d, idb %08x %d %s - cbus\_interrupt()

**Explanation** The switch processor or ciscoBus controller returned a nonsensical value.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-OUTHUNG: %s: tx%c output hung (%-04x - %s), %s

**Explanation** A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

**Recommended Action** Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

**Error Message** %CBUS-3-POLLFAIL: Interface %s failed to respond, debug info follows

**Explanation** A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILDAT for the syntax of this message.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-POTSTAT: Out of buffers--losing status information for POTENT on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-RESETNXI: Reset of removed interface %x (%s)

**Explanation** An interface reset was attempted on an interface that was removed from the router. This message appears if you use the shutdown command to bring down a removed interface.

**Recommended Action** Informational only. No action required.

**Error Message** %CBUS-3-SENDIPCMDFAIL: Send Ip Cmd Failed. Command dropped after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-SRPRSET: Interface %s, Error (%-04x) %s - srp\_reset()

**Explanation** A command to reset an SRP interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-TESTFAIL: Unit %d, failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test.

**Recommended Action** Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

**Error Message** %CBUS-3-TXSTARTPENDACTIVE: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-TXVCENCAPFAIL: Detected bad tx vc encaps on %s, vc %d. Board encaps failed %#x, %#x, %#x

**Explanation** Board encaps failed on a transmit packet on a channelized serial interface which does not have the vc number encapsulation

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative

**Error Message** %CBUS-3-UNAVAILABLE: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: %s %s command failed (error code 0x%04x)

**Explanation** The cBus ATM microcode rejected a command sent by the Route Processor (RP). The error code is the status value returned by the command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: %s: tx%c output hung (%-04x - %s), %s

**Explanation** A transmission attempt on an interface failed. The interface might not be attached to a cable or there might be a software problem.

**Recommended Action** Check that the interfaces are all connected to the proper cables. If that is not the problem, call your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: (%s)Illegal E3 value - unit is %d

**Explanation** A status information message was received from the CT3 VIP, but during message processing it was detected that an element in the data structure corresponding to the status information message has not been set. This condition may be caused by either an element that has not been passed by the VIP or a corruption in the status message.

**Recommended Action** If this error recurs, enter the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-UNAVAILABLE: (%s)Illegal dsx3 value - unit is %d

**Error Message** %CBUS-3-UNAVAILABLE: (%s)Illegal sdh value - unit is %d

**Explanation** Internal data structure is corrupted, which causes the love letter to drop.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Buffer allocation failure: %s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: CCB handover timed out, CCB 0x%x, slot %d

**Explanation** A hardware or software error occurred.

**Recommended Action** Please gather the logs and tracebacks and contact the TAC

**Error Message** %CBUS-3-UNAVAILABLE: CCB semaphore acquired traceback:%s CCB semaphore released traceback:%s

**Explanation** More information on the CCB semaphore. The tracebacks indicate the program counters and stack that point to the code that was the last to acquire this semaphore and the last to release this semaphore respectively

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Cmd dropped, CCB 0x%x, slot %d, cmd code %d

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Cmd failed: %s, response %#04x, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Cmd timed out, CCB 0x%x, slot %d, cmd code %d

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Config queue is full, command was dropped, slot %d

**Explanation** Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, Error (%-04x), Buffersize = %d, Bufferpool = %d, number %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-04x, 0x%-04x, 0x%-04x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d 0x%-08x) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d) failed (0x%-04x)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, cmd (%d) failed (0x%-04x) count (%d)

**Explanation** A command sent from the system to an interface processor failed to complete successfully.

**Recommended Action** The system recovered by generating an error code to the requester.

**Error Message** %CBUS-3-UNAVAILABLE: Controller %d, wrote 0x%-04x, read 0x%-04x, loc 0x%-04x - dci\_memtest()

**Explanation** A hardware component failed an internal diagnostic test.

**Recommended Action** Replace the malfunctioning device.

**Error Message** %CBUS-3-UNAVAILABLE: Detected bad tx vc encaps on %s, vc %d. Board encaps failed %#x, %#x, %#x

**Explanation** Board encaps failed on a transmit packet on a channelized serial interface which does not have the vc number encapsulation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Dump of MEMB follows -SRB\_ADDR: %04x %04x %04x %04x %04x %04x %04x %04x

**Explanation** The system is printing codes related to a previous lovenote error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Error (%-04x) tx\_allocate - cbus\_init()

**Explanation** A hardware device did not respond appropriately to a request.

**Recommended Action** Make sure the device is functioning and is configured correctly.

**Error Message** %CBUS-3-UNAVAILABLE: Failed to select a BCE, response 0x%04x - cbus\_bce\_permissions\_update()

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Failed to select a BCE, response 0x%04x - cbus\_bce\_update\_ifa()

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Int %d: %04X %04X %04X %04X %04X %04X

**Explanation** This is the debugging information for the CBUS-3-POLLFAIL error.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %CBUS-3-UNAVAILABLE: Interface %d, Error (%-04x), idb %08x %d %s - cbus\_init()

**Explanation** The switch processor or ciscoBus controller signaled an error while processing a packet or selecting an interface. This indicates a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %d, idb %08x %d %s - cbus\_interrupt()

**Explanation** The switch processor or ciscoBus controller returned a nonsensical value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s failed to initialize

**Explanation** The Token Ring interface failed to insert into the Token Ring. The interface is placed into reset state and will not automatically try to re-insert itself.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s failed to respond, debug info follows

**Explanation** A Token Ring interface card failed to respond to periodic polling. This can indicate a software or hardware problem. See CBUS-3-POLLFAILED for the syntax of this message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Adapter Check Error (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, CTR Command %s Failed, %s (%#04x)

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, CTR Command %s Failed, Code %#04x

**Explanation** A command sent from the system to the Token Ring interface failed to complete successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, CTR Initialization Failed - %s

**Explanation** The Token Ring interface failed one of its internal self-tests.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Cannot config interface, CBus ATM MEM 0x%x, status %d

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - aip\_reset()

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - fddi\_reset()

**Explanation** A hardware device did not respond appropriately to a request.

**Recommended Action** Make sure the device is functioning and is configured correctly.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - fsip\_reset()

**Explanation** A Fast Serial Interface Processor (FSIP) did not respond to a reset request from the Route Processor.

**Recommended Action** Check FSIP electrical connections, cable, and ciscoBus connections. An FSIP microcode reload will be required. If the check of electrical connections reveals no problems and the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - hssi\_reset()

**Explanation** A command to reset an HSSI interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - serial\_reset()

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Error (%-04x) %s - srp\_reset()

**Explanation** A command to reset an SRP interface was issued by the RSP, but the interface did not respond to the command within the expected time delay. The delay is given for the processor to return the buffers that it has allocated and to perform any necessary cleanup. This condition may be caused by a large number of buffers that have been allocated by the interface due to either heavy traffic or a hardware problem with the interface.

**Recommended Action** Verify that the card is properly seated. If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Invalid PLIM detected. Interface  
downed

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, Microcode Check Error

**Explanation** The Token Ring interface microcode detected an unrecoverable error.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, RAM Addressing Test Failed - %s

**Explanation** The Token Ring interface failed its memory diagnostic tests.

**Recommended Action** Issue a **clear interface** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, SRB\_COMPLETE lovenote received with unknown command (0x%04x)

**Explanation** The system received a message from the Token Ring interface but does not recognize the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, address filter %s command failed, code %#04x

**Explanation** The specified address filter command sent to the specified interface failed with the displayed error code.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Interface %s, unknown encaps type %x

**Explanation** A packet was received from the CIP with an unknown encapsulation type. The packet will be dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Missing %s for %s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for CT3 on VIP card

**Explanation** A status information message from the VIP was received. A memory buffer is required to process the status information message, but the memory allocation routine due to insufficient system buffer memory. Therefore, the status information message was not processed. This condition may be caused either by a heavy memory utilization at the time of the memory buffer request or by insufficient memory in the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs or appears regularly, contact your Cisco technical representative to upgrade the memory of the system.

**Error Message** %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for ChSTM-1 on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Out of buffers--losing status information for POTENT on VIP card

**Explanation** An internal software resource has been exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Reset of removed interface %x (%s)

**Explanation** An interface reset was attempted on an interface that was removed from the router. This message appears if you use the shutdown command to bring down a removed interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CBUS-3-UNAVAILABLE: Select invalid vc number %d.

**Explanation** An invalid channel number is selected

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Send Ip Cmd Failed. Command dropped after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CBUS-3-UNAVAILABLE: Unexpected interface type for %s%u, port %u, type %u

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, Error (%-04x) %s - cbus\_atm\_reset()

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, Error (%-04x) %s - fddi\_reset()

**Explanation** A hardware device did not respond appropriately to a request.

**Recommended Action** Make sure the device is functioning and is configured correctly.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, daughter %d, not responding (0x%04x) - disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges are as follows: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. The daughter card hardware was recognized across the cBus backplane, but the daughter card did not respond to the first command issued to it. This condition is a result of one of the following: the daughter card did not reset, or the microcode on the card is in a hung state, or the card cannot fully communicate across the ciscoBus backplane (cannot read or write shared MEMD or does not get the MALU\_ATTENTION signal across the ciscoBus).

**Recommended Action** First, make sure that the daughter card is properly seated in its Multibus and ciscoBus connectors. If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, daughter controller %d failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test. Test output and descriptions of ranges follow: Unit [dec] (ranges 0-14): Indicates the Multibus jumper setting for the ciscoBus controller, or in the Cisco 7000, a slot number. daughter controller [dec] (ranges 0-3): Indicates the ciscoBus relative slot number (0 to 3, or in the Cisco 7000, 0 to 4) of the daughter card that failed the test. failed [chars] test ([chars]= memd read, memd write):If the failed test was memd read, the processor was able to write to shared ciscoBus buffer memory from the ciscoBus registers, but was unable to read back that memory through special commands to the daughter card. If the failed test was memd write, writes to the memory device through the daughter card were not verified successfully with reads through the ciscoBus controller. The daughter card under test responds successfully to some commands (otherwise the software would have received a DAUGHTER\_NO\_RSP message), but its memory device tests failed. The daughter card must be able to write to some memory device addresses; otherwise, it cannot respond to any commands.

**Recommended Action** First check that the daughter controller card is properly seated in its Multibus and ciscoBus connectors. Next, swap daughter cards and check whether the error follows the daughter card or the slot. If the message recurs, call your technical support representative for assistance.

**Error Message** %CBUS-3-UNAVAILABLE: Unit %d, failed %s test - interface disabled

**Explanation** A hardware component failed an internal diagnostic test.

**Recommended Action** Check switch settings on the interface cards. Check for proper unit numbers. Reset the cards. Replace the malfunctioning device.

**Error Message** %CBUS-3-UNKENC: Interface %s, unknown encaps type %x

**Explanation** A packet was received from the CIP with an unknown encapsulation type. The packet will be dropped.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-3-UNKNOWN: %s ustatus: %s (%04x), %04x %04x %04x %04x

**Explanation** Debugging information when an IP panics.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CBUS-4

**Error Message** %CBUS-4-CTRBADLOVE2: Interface %s, Unexpected SRB\_COMPLETE lovenote, command=0x%04x, result=0x%04x

**Explanation** The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-FIXBADTXVC: Detected and fixed bad tx vc encaps on %s, bad vc %d, fixed vc %d

**Explanation** A transmit packet on a channelized serial interface does not have the vc number encapsulation

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-NOCOOKIE: %s-%d controller missing configuration data - disabled

**Explanation** The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware error

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-RSETFAIL: Interface %s failed to reset properly in %s, code %x

**Explanation** An interface reset command failed. This may be a software or hardware problem.

**Recommended Action** If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

**Error Message** %CBUS-4-UNAVAILABLE: %s-%d controller missing configuration data - disabled

**Explanation** The controller type was derived from a hardware probe. The controller number indicates the ciscoBus relative slot number. This is a hardware error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-4-UNAVAILABLE: Detected and fixed bad tx vc encaps on %s, bad vc %d, fixed vc %d

**Explanation** A transmit packet on a channelized serial interface does not have the vc number encapsulation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-4-UNAVAILABLE: Interface %s failed to reset properly in %s, code %x

**Explanation** An interface reset command failed. This may be a software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CBUS-4-UNAVAILABLE: Interface %s, Unexpected SRB\_COMPLETE lovenote, command=0x%04x, result=0x%04x

**Explanation** The system received an unsolicited message from the Token Ring interface. The system ignored the message and continued normal processing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CBUS-5

**Error Message** %CBUS-5-SENDIPCMDRECOV: Send Ip Cmd Succeeded after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried due to receiving queues being full. But after some retries, command was send successfully.

**Recommended Action** Informational only. No action required.

**Error Message** %CBUS-5-UNAVAILABLE: '%s' is not supported on %s

**Explanation** This command is not supported on this FDDI interface.

**Recommended Action** Informational only. No action required.

**Error Message** %CBUS-5-UNAVAILABLE: Interface %s excessive input error rate

**Explanation** Interface disabled because too many input errors occurred.

**Recommended Action** Inspect condition of attached network hardware

**Error Message** %CBUS-5-UNAVAILABLE: Interface %s, setup vc failed with vci exceeding (vc-per-vp - 3) on the last vpi.

**Explanation** The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Avoid try different vci/vpi combinations.

**Error Message** %CBUS-5-UNAVAILABLE: Send Ip Cmd Succeeded after %d retries, CCB 0x%x, slot %d, cmd code %d

**Explanation** Sending an ip command was retried due to receiving queues being full. But after some retries, command was send successfully.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CCE\_DP Messages

This section contains Common Classification Engine Data Plane (CCE\_DP) messages related to the application firewall for HTTP.

### CCE\_DP-4

**Error Message** %CCE\_DP-4-CCE\_DP\_DYNAMIC\_CLASS: Sig:[dec] Content type does not match the specified type - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_ICMP: ICMP Classification Result Invalid

**Explanation** The HTTP message violates the request-method application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_NAMED\_DB: Sig:[dec] Content type not found - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_PACKET\_PATH: Sig:[dec] Content type: [chars] does not match the Accept-Type from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_POLICY: Sig:[dec] HTTP protocol violation detected - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the strict-http application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_TARGET: content-length

**Explanation** The HTTP message violates the content-length application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_TIMERS: Sig:[dec] Content size %lu out of range - [chars] [chars] from %i:[dec] to %i:[dec]

**Explanation** The HTTP message violates the content-type-verification application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_UDP: UDP Classification Result Invalid

**Explanation** The HTTP message violates the request-method application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_VFR: Fragment classification result invalid

**Explanation** The HTTP message violates the max-uri-len application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

**Error Message** %CCE\_DP-4-CCE\_DP\_VTCP: Virtual VTCP Classification result invalid

**Explanation** The HTTP message violates the max-hdr-len application firewall inspection rule.

**Recommended Action** This message is informational only, but may indicate a security problem.

# CCH323 Messages

**Error Message** %CCH323-2-UNAVAILABLE: %s: E164 address length %d is not supported

**Explanation** Received E164 address with the length that is not supported.

**Recommended Action** Report this immediately to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gatekeeper %s requested unregister from Gateway %s

**Explanation** Gatekeeper requested unregister from Gateway

**Recommended Action** Verify whether this is user intended or otherwise report this to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gateway %s failed attempt to register with Alternate Gatekeeper %s

**Explanation** Gateway failed attempt to register with Alternate Gatekeeper

**Recommended Action** Report this immediately to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gateway %s failed to register with Gatekeeper %s even after %d retries

**Explanation** Gateway failed to register with Gatekeeper

**Recommended Action** Report this immediately to the technical support representative.

**Error Message** %CCH323-2-UNAVAILABLE: Gateway %s unregistered from Gatekeeper %s

**Explanation** Gateway unregistered from the Gatekeeper

**Recommended Action** Verify whether this is user intended or otherwise report this to the technical support representative.

**Error Message** %CCH323-3-UNAVAILABLE: cch323\_store\_call\_history: %s

**Explanation** Insert an active H323 call record into call history list failed

**Recommended Action** No action is required

**Error Message** %CCH323-3-UNAVAILABLE: unknown event %x

**Explanation** Unknwon CCH323 Event

**Recommended Action** No action is required

**Error Message** %CCH323-3-UNAVAILABLE: %s%d

**Explanation** A failure was encountered in setting up the monitoring of H323 resources.

**Recommended Action** Try power cycling the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CCH323-3-UNAVAILABLE: %s: OSS init failure: errno = %d

**Explanation** OSS ASN1 initialization failed

**Recommended Action** This can be catastrophic

**Error Message** %CCH323-3-UNAVAILABLE: %s: call setup failed

**Explanation** The call setup request failed

**Recommended Action** Verify that the remote destination identified by the IP address is reachable

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate call control block

**Explanation** Allocation of the CCH323 call control block failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate call info data structure

**Explanation** Allocation of the CCH323 call info structure failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This call will be terminated due to lack of resource

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate gateway structure

**Explanation** Allocation of the CCH323 gateway instance failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot allocate message buffer

**Explanation** Allocation of the CCH323 message buffer failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot create the H.323 ccb Tree

**Explanation** Creation of the H.323 CCB Tree failed. This is possibly due to the fact that system memory pool is exhausted.

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot find CCH323 call control block based on callID %d

**Explanation** Cannot find a CCH323 call control block based on the specified callID

**Recommended Action** No action is required. This is an indication that some events happen out of sequence

**Error Message** %CCH323-3-UNAVAILABLE: %s: cannot insert control block 0x%x to tree

**Explanation** Insertion of this CCH323 call control block to the RBTree failed. This can be related to a corrupted RBTree

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: cc\_api\_call\_disconnected returns %d

**Explanation** An error is returned when CCH323 attempts to call cc\_api\_call\_connected

**Recommended Action** None

**Error Message** %CCH323-3-UNAVAILABLE: %s: cc\_api\_call\_disconnected returns %d

**Explanation** An error is returned when CCH323 attempts to call cc\_api\_call\_disconnected

**Recommended Action** None

**Error Message** %CCH323-3-UNAVAILABLE: %s: create and send event to H.225 state machine failed

**Explanation** create and send event to H.225 state machine failed. This is possibly due to the missing call control block

**Recommended Action** This can be a catastrophic error

**Error Message** %CCH323-3-UNAVAILABLE: %s: illegal destination %s

**Explanation** The IP address passed from CCAPI in the call setup request is invalid

**Recommended Action** Check the dial-peer configuration for the dial-peer that matches the called party number. Make sure that the session target field contains valid IP address. or DNS name

**Error Message** %CCH323-6-UNAVAILABLE: Gateway %s registered with Gatekeeper %s

**Explanation** Gateway registered with the Gatekeeper

**Recommended Action** no action is required

## CCM Messages

**Error Message** %CCM-5-FMD\_FLOWS\_EXCEEDED: CCM Cache Resource Exceeded. Number of metadata flows exceeded the limit for the platform.

**Explanation** Currently Cat6k support only 10000 metadata flows on the switch for QoS service policies. Subsequent flows added will not be used for QoS classification.

**Recommended Action** Informational only. No action required.

## CDP-3 Messages

**Error Message** %CDP-3-UNAVAILABLE: Chunk\_malloc Failure

**Explanation** chunk malloc failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CDP-4 Messages

**Error Message** %CDP-4-UNAVAILABLE: Native VLAN mismatch discovered on %s (%d), with %s %s (%d).

**Explanation** CDP discovered a mismatch of native-VLAN configuration

**Recommended Action** Configure the interfaces to the same native VLAN.

**Error Message** %CDP-4-UNAVAILABLE: duplex mismatch discovered on %s (%s), with %s %s (%s).

**Explanation** CDP discovered a mismatch of duplex configuration

**Recommended Action** Configure the interfaces to the same duplex (full or half).

# CE3 Messages

## CE3-1

**Error Message** %CE3-1-UNAVAILABLE: %s could not be disabled by %s

**Explanation** The shutdown failed to disable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: %s could not be enabled by %s

**Explanation** The restart failed to enable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: %s could not be reset by %s

**Explanation** The restart failed to reset the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: %s init failed at %s

**Explanation** CE3 initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

**Explanation** The CE3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Replace the CE3 port adapter.

**Error Message** %CE3-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

**Explanation** The CE3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Microcode to slot %d

**Explanation** Failed to download firmware into the CE3 port adapter.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Slot %d firmware init (%s)

**Explanation** CE3 firmware initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-1-UNAVAILABLE: Slot %d for microcode download

**Explanation** An error was detected on the communication path between VIP and CE3.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CE3-2

**Error Message** %CE3-2-UNAVAILABLE: %08x %08x %08x %08x

**Explanation** CE3 firmware does not update the software watchdog.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-2-UNAVAILABLE: %s: packet received for unknown VC %d

**Explanation** The virtual channel encapsulation is corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-2-UNAVAILABLE: CE3 F/W crashed: %x - VIP reset

**Explanation** CE3 firmware does not update the software watchdog.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CE3-3

**Error Message** %CE3-3-UNAVAILABLE: %s - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: %s

**Explanation** General error information.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: %s: failed to send %s love letter

**Explanation** A love letter was not sent to RSP.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

**Explanation** A message was not received from CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Failed to receive reply %d to %s driver firmware

**Explanation** A port related message was not received from CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

**Explanation** A port related message was not sent to CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CE3-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

**Explanation** A message was not sent to CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

**Explanation** Unexpected message from CE3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CE3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (FREEDM)

**Explanation** Failed to detect the hdlc controller on the CE3.

**Recommended Action** Replace the CE3 port adaptor.

**Error Message** %CE3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (PLX9060)

**Explanation** The PLX 9060 was not detected on the CE3.

**Recommended Action** Replace the CE3 port adaptor.

## CERF-2

**Error Message** %CERF-2-UNAVAILABLE: %s

**Explanation** This message is emitted when a cache error has occurred, but an attempt to recover has been aborted

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CES-2

**Error Message** %CES-2-UNAVAILABLE: %s

**Explanation** The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CES-3

**Error Message** %CES-3-UNAVAILABLE: %s

**Explanation** The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CES-4

**Error Message** %CES-4-UNAVAILABLE: %s

**Explanation** The CES subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CERF-3

**Error Message** %CERF-3-UNAVAILABLE: %s

**Explanation** This message is emitted when there has been a full recovery after a cache error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CFC\_LISP Messages

**Error Message** %CFC\_LISP-3-ADJ: Request to %s adjacency %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ADJ\_SEQ: Adjacency %s is still complete after interface shutdown

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ALLOCATEFAIL: Failed to allocate memory for %s

**Explanation** An internal software error occurred. This is probably because not enough memory was available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-BG\_PROCESS: Background process failed to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-DEPRECATED\_API: Use of a deprecated API %s%s

**Recommended Action** Increase the MTU of the path to the remote RLOC

**Error Message** %CFC\_LISP-3-DEP\_ELEM: Request to %s dependency %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ELIG\_OCE: Failed to %s LISP eligibility oce %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-FREE\_WITH\_DEPS: Request to remove dependency sb on %s with dependents

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-INVALID\_INPUT: Invalid input %s to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-IPL\_SRC: Failed to %s IPL source %s %s/%u%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ISSU\_NEGO\_ERR: Failed to negotiate %s for XDR client %s, error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ISSU\_REG\_ERR: Failed to register %s for ISSU client %s (%u) entity %u, error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-ISSU\_XFORM\_ERR: Failed to ISSU transform XDR message %s, error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-LOCAL\_EID: Failed to %s local EID prefix %s/%u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_ADJ: Failed to find adjacency for %s %s %s %u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_FIBIDB: Failed to find fibidb for %s %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_SB: Failed to find subblock for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_TABLE: Failed to find table for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-NO\_VIF: Unable to find %svirtual interface %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-PUSH\_CNTR: Failed to %s push counter for %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-REMOTE\_EID: Failed to %s remote EID prefix %s/%u%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-REMOTE\_EID\_PREFIX: Failed to %s remote EID prefix %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-RLOC\_VRF\_IN\_USE: RLOC vrfid %u already in use by top-id %u, cannot assign to top-id %u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-SBINIT: Error initializing %s subblock data structure. %s

**Explanation** Initialization of the specified subblock data structure couldnot be accomplished.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-SB\_OPERATION\_FAILED: Failed to %s subblock on %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TABLE\_BIND: Error setting %s table %s for top-id %u, iid %u, %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TABLE\_STATE: Error setting state for table %s to top-id %u, iid %u, role %s, %s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TERM\_ADJ: Terminal adjacency %s%s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TIMESTAMP\_CTRL\_PKT: Failed to timestamp LISP control packet

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-TREE\_OP\_FAIL: Tree %s failed for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-UNABLE\_TO\_IDENTIFY\_TABLE: Unable to identify table for packet from %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-UNKNOWN\_PAYLOAD: Dropping LISP encapsulated packet, unknown payload 0x%08x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-UNKN\_INSTANCE: Unknown instance, unable to find/create virtual interface

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-VIF: Unable to %s virtual interface %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-WALK\_DEP: Walking dependents %s%s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-XDR\_LEN\_ERR: Failed to %s XDR message %s len %u max %u

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-3-XDR\_REG\_ERR: Failed to register XDR client %s (%u), error %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-5-ADJ\_STACK: Stacking adjacency %s %s%s%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFC\_LISP-5-BELOW\_MIN\_MTU: Cannot set %s MTU for RLOC %s to %u, %s MTU for %s %s is %u, below minimum MTU %u+%u required for LISP encaps

**Explanation** Unable to set the EID payload MTU for a remote RLOC below the minimal MTU, this will cause the encapsulated packet to be bigger than the MTU of the path to the remote RLOC, and may cause packet loss.

**Recommended Action** Increase the MTU of the path to the remote RLOC

**Error Message** %CFC\_LISP-5-IGNOREICMPMTU: Ignoring received ICMP Type 3 Code 4, %s-%s next hop mtu %u, due to pmtu min or max setting

**Explanation** An ICMP Type 3 Code 4 (fragmentation needed and DF set) packet has been received. This packet has specified a Next-Hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery mtu value. The ICMP packet has been ignored and the MTU has not been changed.

**Recommended Action** If you want the ICMP packet to be accepted and used, use the **ip lisp pmtu min NUMBER max NUMBER** command to decrease the minimum MTU allowed and/or increase the maximum MTU that is allowed.

**Error Message** %CFC\_LISP-5-IGNOREICMPV6MTU: Ignoring received ICMPv6 Type 2, %s-%s next hop mtu %u, due to pmtu min or max setting

**Explanation** An ICMPv6 Type 2 (Packet Too Big) packet has been received. This packet has specified a Next-Hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery mtu value. The ICMP packet has been ignored and the MTU has not been changed.

**Recommended Action** If you want the ICMP packet to be accepted and used, use the **ipv6 lisp pmtu min NUMBER max NUMBER** command to decrease the minimum MTU allowed and/or increase the maximum MTU that is allowed.

## CFC\_STATS Messages

**Error Message** %CFC\_STATS-3-BADSTATSCLIENTSEND: %s: %s 0x%08X/%u expected 0x%08X/%u

**Explanation** Internal error. May result in unpredictable behaviour.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-BADSTATSPULL: %s: %s

**Explanation** Internal error. May result in unpredictable behaviour.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-STATSNOMEM: CFC Stats failed to allocate memory during %s creation.

**Explanation** Allocation of memory by the XDR subsystem failed. This may result in an unpredictable behavior of XDR

**Recommended Action** Make sure that there is enough memory for the operations being performed by your machine. Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-TESTSTATSCLIENT\_DECODE: XDR test stats %s saw error (%s).

**Explanation** The XDR statistics test client has an internal error. This only affects internal test infrastructure and so should not have any effect on normal system operation

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-3-TESTSTATSCLIENT\_UNEXPECTED\_EVENT: Selftest failure: unexpected event (%x, %x) during wait for update

**Explanation** The XDR statistics infrastructure has experienced a self test failure. This should only occur when a self test is running and a failure is detected. It does not directly imply a problem with normal operation.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-BADSTATSCLIENTRECEIVE: context %u, length %u from %s

**Explanation** The XDR statistics infrastructure received a message it could not decode from a peer. This has no harmful effects but might be a evidence of a more serious problem.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSCLIENTADDMCASTGRPFFAIL: Stats client %s failed to add linecards %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSCLIENT\_REGISTRATION: Unable to register XDR client %s client due to %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSUNEXPECTEDEVENT: %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %CFC\_STATS-4-STATSUNEXPECTEDNEWMCASTGRP: Add req for %s but already sending stats to %s

**Explanation** The XDR statistics infrastructure has seen an internal error. This may prevent counters to fail to be reported to the RP.

**Recommended Action** Copy the message exactly as it appears, and report it to your technical support representative.

## CFGMGR Messages

This section contains Configuration Manager (CFGMGR) messages.

### CFGMGR-1

**Error Message** %CFGMGR-1-UNABLE\_TO\_SEND\_RUN\_CFG: unable to send running-cfg, bits: [hex], retrying...

**Explanation** The system is attempting to push the running configuration to the slaves.

**Recommended Action** No action is required.

**Error Message** %CFGMGR-1-UNABLE\_TO\_SEND\_STARTUP\_CFG: unable to send startup-cfg, bits: [hex], retrying...

**Explanation** The system is attempting to push the startup configuration to the slaves.

**Recommended Action** No action is required.

## CFGMGR-3

**Error Message** %CFGMGR-3-ERROR\_APPLYING\_STARTUP\_CFG: Error Applying Startup Config to Running Config

**Explanation** The system encountered an error while automatically applying the startup configuration to the running configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CFGMGR-4

**Error Message** %CFGMGR-4-SLAVE\_WRITING\_STARTUP\_CFG: only master can do that

**Explanation** An attempt to write to the startup configuration was made on a slave, but is allowed only on the master.

**Recommended Action** No action is required.

## CFGMGR-6

**Error Message** %CFGMGR-6-APPLYING\_RUNNING\_CFG: as new master

**Explanation** The new master is applying a backed-up running configuration.

**Recommended Action** No action is required.

**Error Message** %CFGMGR-6-SPURIOUS\_SLAVE\_ADD: CFG MGR Recvd Spurious New Slave Notification: [int]

**Explanation** Configuration Manager was notified about a slave that it already knows about.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFGMR-6-UNABLE\_TO\_NVGEN\_BUSY\_RUNNING\_CFG: config file busy, retrying...

**Explanation** The master is temporarily unable to complete the nonvolatile generation process (NVGEN) to construct the running configuration.

**Recommended Action** No action is required.

**Error Message** %CFGMR-6-UNABLE\_TO\_NVGEN\_RUNNING\_CFG: config file too large...

**Explanation** The master is unable to complete the nonvolatile generation process (NVGEN) to construct the running configuration because the configuration file is too large.

**Recommended Action** Remove some configuration commands.

## CGC-0

**Error Message** %CGC-0-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-1

**Error Message** %CGC-1-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-2

**Error Message** %CGC-2-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-3

**Error Message** %CGC-3-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-4

**Error Message** %CGC-4-UNAVAILABLE: %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-5

**Error Message** %CGC-5-UNAVAILABLE: %s

**Explanation** Normal but significant conditions

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CGC-7

**Error Message** %CGC-7-UNAVAILABLE: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** CGC\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CHAT-3

**Error Message** %CHAT-3-UNAVAILABLE: %t in use, can't run startup script

**Explanation** When the startup script attempted to run, it found another process had Already been started on the line

**Recommended Action** Remove startup script from line configuration if it's inappropriate. Report to cisco.

## CFIB Messages

This section contains Constellation Forwarding Information Base (CFIB) messages.

### CFIB-3

**Error Message** %CFIB-3-CFIB\_UNEXPECTED\_OCE\_CHAIN: Unexpected oce length  
obj : **Unrecognized format** ' %p' type: [dec]

**Explanation** The Output Chain Element(OCE) specified in the system message is invalid because it has exceeded the maximum depth. One known cause is invalid static route configuration. Traffic for this path will be dropped.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CFIB-3-REQ\_VPN\_MAPPER\_IPV4\_FAIL: CFIB vpn mapper request fails for  
ipv4 appid [chars]

**Explanation** All vpn ids for ipv4 app are used

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CFIB-3-REQ\_VPN\_MAPPER\_IPV6\_FAIL: CFIB vpn mapper request fails for ipv6 appid in [chars]

**Explanation** All vpn ids for ipv6 app are used.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CFIB-7

**Error Message** %CFIB-7-CFIB\_ADJBASE: Failed to free adjacency base from hash table (entry not found)

**Explanation** An error has occurred while attempting to free an adjacency from a hash table. This condition might be caused by an inconsistent use of hash key during creation of the adjacency hash table. This condition might cause a memory leak

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. To check memory usage over time, enter the **show process memory** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFIB-7-CFIB\_EXCEPTION: FIB TCAM exception, Some entries will be software switched

**Explanation** Because there are no free memory blocks in the FIB TCAM, some switching will be done in software rather than hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CFIB-7-END\_CFIB\_EXCEPTION: FIB TCAM exception cleared, all CEF entries will be hardware switched

**Explanation** Because free memory blocks have become available in the FIB TCAM, switching will be done in hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CFIB\_TUNNEL\_RP Messages

This section contains Constellation Forwarding Information Base (CFIB) messages.

### CFIB\_TUNNEL\_RP-4

**Error Message** %CFIB\_TUNNEL\_RP-4-TUN\_RECIR\_FORCED: The current configuration of hardware and software requires MPLS tunnel recirculation to be enabled. 'mls mpls tunnel-recir' has been added to the running configuration

**Explanation** When the chassis contains a SIP-600 line card, and VRF forwarding is configured on a tunnel interface, MPLS tunnel recirculation must be enabled to prevent the creation of corrupted packets from EARL. The **mls mpls tunnel-recir** command has been added to the running configuration automatically.

**Recommended Action** No action is required.

# CFM\_CONST Messages

This section contains Connectivity Fault Management (CFM) messages.

## CFM\_CONST-3

**Error Message** %CFM\_CONST-3-AEB\_ON\_EC\_UNSUPPORTED: CFM AEB mode is unsupported on etherchannels. Cannot set CFM AEB mode

**Explanation** CFM AEB mode is unsupported on etherchannels.

**Recommended Action** Set CFM AEB mode only on physical (unbundled) ports.

**Error Message** %CFM\_CONST-3-CFM\_ON\_SUPERVISOR\_PORTS\_DISABLED: CFM is enabled system wide except it's disabled on supervisor ports due to spanning tree configuration.

**Explanation** Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such such as PVST.

**Recommended Action** System has handled this by disabling CFM on all supervisor ports. If this is unacceptable configure STP mode to MST and re-enable CFM or disable CFM completely.

**Error Message** %CFM\_CONST-3-CFM\_ON\_SUPERVISOR\_PORTS\_DISALLOWED: CFM is enabled system wide except on supervisor ports due to spanning tree configuration.

**Explanation** Unable to program all port ASIC MAC match registers on supervisor ports for CFM due to hardware limitations on these ports. Continued with enabling CFM system-wide to allow coexistence with other protocols such such as PVST.

**Recommended Action** Administrator action may be required. Ensure no CFM traffic is presented to any supervisor ports via configuration. If not possible configure STP mode to MST and re-enable CFM or disable CFM completely

**Error Message** %CFM\_CONST-3-MAC\_OPERATIONALLY\_ERROR: The set MAC operationally action on interface [chars] has encountered an error.

**Explanation** The set MAC operationally action failed and ended abnormally.

**Recommended Action** No action is required.

**Error Message** %CFM\_CONST-3-MATCH\_REG\_GLOBAL\_RESERVE\_FAILED: Unable to program port ASIC MAC match register on one or more slots. Cannot run CFM

**Explanation** The Content Flow Monitor (CFM) attempted to reserve and program the port ASIC MAC match registers, but there are insufficient match registers available. CFM cannot be run.

**Recommended Action** To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with the **remote command switch show platform mrm info** command.

**Error Message** %CFM\_CONST-3-MATCH\_REG\_RESERVE\_FAILED: Unable to reserve port ASIC MAC match register on slot [dec]. Cannot run CFM

**Explanation** CFM attempted to reserve a port ASIC MAC match register for the slot indicated and there is no register available. CFM cannot be run without support from all line cards.

**Recommended Action** To free MAC match registers, disable protocols that use the MAC match register. Protocols using port ASIC match registers can be viewed with the **remote command switch show platform mrm info** command.

**Error Message** %CFM\_CONST-3-MATCH\_REG\_RESERVE\_ON\_SUPERVISOR\_FAILED: Unable to program port ASIC MAC match register on supervisor slot [dec]. Cannot run CFM on supervisor ports

**Explanation** CFM attempted to reserve a port ASIC MAC match register for the indicated supervisors' slot and there is no register available. CFM cannot run on supervisors ports.

**Recommended Action** Protocols that use the MAC match register must be disabled to free MAC match registers. Protocols using port ASIC match registers can be viewed with **remote command switch show platform mrm info**.

**Error Message** %CFM\_CONST-3-MST\_SIMULATE\_PVST\_PLAT\_ENABLED\_FAILED: Unable to enable CFM when spanning tree mode is MST and PVST simulation is enabled on the platform

**Explanation** CFM does not work along with MST plus PVST simulation.

**Recommended Action** Disable PVST simulation on the platform.

**Error Message** %CFM\_CONST-3-STP\_MODE\_CHANGE\_NOT\_ALLOWED: Unable to change STP mode while CFM is enabled

**Explanation** STP modes PVST and rapid PVST are not compatible with CFM due to hardware limitations.

**Recommended Action** Either configure STP mode MST or disable CFM.

## CFM\_CONST-6

**Error Message** %CFM\_CONST-6-CFM\_ON\_SUPERVISOR\_PORTS\_ENABLED: CFM is enabled on supervisor ports also due to spanning tree mode change to mst configuration.

**Explanation** Able to program all port ASIC MAC match registers on supervisor ports for CFM due to spanning tree mode change to mst configuration.

**Recommended Action** No action is required.

**Error Message** %CFM\_CONST-6-MAC\_OPERATIONALLY: Interface [chars] is MAC operationally [chars].

**Explanation** The specified interface is MAC operationally up or down.

**Recommended Action** No action is required.

## CH-1 Messages

**Error Message** %CH-1-RM\_STATE: \_state\_ attribute still available

**Explanation** The \_state\_ attribute was still available in CH db re\_auth recand it should have been removed by now as part of the re\_auth process.

**Recommended Action** No action required.

## CHARLOTTE Messages

This section contains Dual OC-3 PoS port adapter (CHARLOTTE) messages.

### CHARLOTTE-1

**Error Message** %CHARLOTTE-1-INITFAIL: Failed to initialize port [dec].

**Explanation** The dual OC-3 PoS port adapter failed to complete IDB initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHARLOTTE-1-PCIINITFAIL: PCI initialization failed.

**Explanation** The dual OC-3 PoS port adapter failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CHARLOTTE-3

**Error Message** %CHARLOTTE-3-INVALIDPCI: Device reported [hex]

**Explanation** The dual OC-3 PoS port adapter hardware failed. The PCI device has an invalid ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHARLOTTE-3-UNSUPPORTED: [chars]

**Explanation** The dual OC-3 PoS port adapter hardware is not supported on the specified platform.

**Recommended Action** Upgrade your system so that it supports the dual OC-3 PoS port adapter.

# CHKPT Messages

This section contains checkpointing (CHKPT) messages.

## CHKPT-3

**Error Message** %CHKPT-3-INVALID\_CALLBACK\_ARG: Attempt to add a checkpointing client with an invalid [chars] argument

**Explanation** An invalid argument was supplied to an internal application program interface (API). As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_MSG\_NOT\_COMPATIBLE: Checkpointing message type not compatible

**Explanation** An error was detected when verifying the checkpointing message type compatibility between checkpointing client peers. As a result, the system state between one or more checkpointing clients might not be properly synchronized. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_NEGO\_FAILED: Checkpointing Facility failed to start ISSU negotiation with the peer ([chars])

**Explanation** The checkpointing facility was unable to start the ISSU negotiation successfully. The failure to start negotiation is a fatal error condition and is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_RCV\_TRANSFORM\_FAILED: Checkpointing receive message header transformaton failed ([chars])

**Explanation** An error was detected while performing a receive-level transformation on a checkpointing message. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-ISSU\_XMIT\_TRANSFORM\_FAILED: Checkpointing transmit message header transformaton failed ([chars])

**Explanation** An error was detected while performing a transmit-level transformation on a checkpointing message. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The message output identifies the type of error that occurred. This failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-RMI\_CALLBACK: Checkpointing Facility encountered an error while processing a callback from the Resource Manager (RMI), [chars]

**Explanation** The checkpointing facility registers with the Resource Manager (RMI) to receive status notifications about resources (such as IPC) and uses them to throttle the sending of messages to the peer. The checkpointing facility encountered an error while processing a callback from RMI. This error is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-RMI\_FAILED: Checkpointing Facility failed to register with the Resource Manager (RMI), [chars]

**Explanation** The checkpointing facility registers with the Resource Manager (RMI) to get status notifications about resources (such as IPC) and uses them to throttle the sending of messages to the peer. The checkpointing facility was unable to register itself with RMI and cannot throttle the sending of any messages. The system may still operate normally. This error is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-SYSMGR\_LOOKUP: Failed to get process Job ID from SysMgr

**Explanation** The checkpointing facility was unable to get a job ID for an ION (run-time Modular IOS) process from the System Manager. The job ID lookup is done when any ION checkpointing facility client first registers itself with the checkpoint facility. The error does not affect the checkpointing capabilities of the system. The job ID is used by the reset manager for tracking process restarts.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-TRANSFORMFAILED: Checkpointing msg header transform failed ([dec])

**Explanation** A transform error related to check pointing occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-3-TRANSMIT\_FAILED: Checkpointing message transmission failure ([chars])

**Explanation** An error was detected when transmitting a checkpointing message between checkpointing client peers. As a result, the system state between one or more checkpointing clients might not be properly synchronized. The failure is probably caused by a software error. The message output identifies the type of error that occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

## CHKPT-4

**Error Message** %CHKPT-4-GET\_BUFFER: Checkpointing ISSU session ([dec]) failed to get buffer

**Explanation** The checkpointing ISSU session failed to get a buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-INIT: Checkpoint [chars] initialization failed in RF state ([chars])

**Explanation** The checkpointing standby initialization failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-INVALID\_STATE: Checkpoint State ([dec]) is invalid

**Explanation** The checkpointing state is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-MSG\_SEND: Checkpointing ISSU session ([dec]) failed to send message

**Explanation** The checkpointing ISSU session failed to send a negotiate message to the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CHKPT-4-NOCLIENT: CF client is NULL, ([chars])

**Explanation** The checkpointing facility cannot send the message because the client is NULL.

**Recommended Action** This is a warning message; no action is required.

**Error Message** %CHKPT-4-NOIPCPORT: IPC port is NULL, ([chars])

**Explanation** The checkpointing facility cannot send the message because the IPC port information is NULL.

**Recommended Action** This is a warning message; no action is required.

**Error Message** %CHKPT-4-NOMESSAGE: Message is NULL, ([chars])

**Explanation** The checkpointing facility cannot send the message because the message is NULL.

**Recommended Action** This is a warning message; no action is required.

# CHOPIN Messages

This section contains Versatile Interface Processor (VIP) multichannel port adapter messages.

## CHOPIN-1

**Error Message** %CHOPIN-1-CONFIGURE: Fail to configure %d interfaces on bay %d, shutting down bay

**Explanation** Cannot configure some interfaces on board

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-DISCOVER: only found %d interfaces on bay %d, shutting down bay

**Explanation** Mismatched type or CHOPIN hardware failure

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-DWNLDCKSM: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the CHOPIN failed to checksum correctly. This usually indicates a hardware failure

**Recommended Action** Perform a power cycle. If the problem persists, the CHOPIN hardware may have a problem.

**Error Message** %CHOPIN-1-DWNLDFAIL: Download failed

**Explanation** Microcode download to CHOPIN port adapter failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-INITFAIL: Slot %d: %s

**Explanation** The PRI port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-NOTCMPLT: Microcode download failed to complete

**Explanation** The CHOPIN hardware has failed. It could not download its operational microcode.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-NOTREADY: Not ready for download.

**Explanation** Error on the communication path between DRIVER and CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-STARTFAIL: %s channel not enabled;called from function %s

**Explanation** A software or hardware error occurred. The CHOPIN serial interface is not responding to commands used to initialize it.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-STOPFAIL: %s channel not disabled

**Explanation** The PRI port adaptor failed to respond to a request to disable an interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: %s channel not disabled

**Explanation** The PRI port adaptor failed to respond to a request to disable an interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: %s channel not enabled;called from function %s

**Explanation** A software or hardware error occurred. The CHOPIN serial interface is not responding to commands used to initialize it.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Download failed

**Explanation** Microcode download to CHOPIN port adapter failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Fail to configure %d interfaces on bay %d, shutting down bay

**Explanation** Cannot configure some interfaces on board

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the CHOPIN failed to checksum correctly. This usually indicates a hardware failure

**Recommended Action** Perform a power cycle. If the problem persists, the CHOPIN hardware may have a problem.

**Error Message** %CHOPIN-1-UNAVAILABLE: Microcode download failed to complete

**Explanation** The CHOPIN hardware has failed. It could not download its operational microcode.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Not ready for download.

**Explanation** Error on the communication path between DRIVER and CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: Slot %d: %s

**Explanation** The PRI port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CHOPIN-1-UNAVAILABLE: only found %d interfaces on bay %d, shutting down bay

**Explanation** Mismatched type or CHOPIN hardware failure

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CHOPIN-2

**Error Message** %CHOPIN-2-CHOPINFWCRASHEDINFO: %#08x %08x %08x %08x

**Explanation** CHOPIN firmware crash info

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-2-POTBADCMD: bad CHOPIN command %d

**Explanation** CHOPIN got an unsupported command

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-2-TXBADVC: [chars], vc [dec]

**Explanation** The VIP multichannel port adapter had a bad transmit VC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech** and **show controllers vip slot tech-support** commands and your pertinent troubleshooting logs.

## CHOPIN-3

**Error Message** %CHOPIN-3-BADMSG: Received unexpected mailbox message (id = %d)

**Explanation** CHOPIN mailbox received an unexpected message

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-CMDFAIL: %s Command Failed at %s - line %d, arg %d

**Explanation** CHOPIN command error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-ERROR: %s

**Explanation** CHOPIN general error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-FWFATAL: Bay %d: firmware needs reset due to %s

**Explanation** CHOPIN experienced firmware problems

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-LOVEFAIL: %s: failed to send %s love letter

**Explanation** CHOPIN failed send for a love letter

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBOXRECV: Bay %d: fail receiving mbox reply %d

**Explanation** CHOPIN mailbox failed receive

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBOXSEND: Bay %d: fail sending mbox msg %d

**Explanation** CHOPIN mailbox failed send

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBOXSENDP: Bay %d: fail sending mbox msg %d for port %d

**Explanation** CHOPIN mailbox failed send for a given port

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-MBXREAD: %s has stale msg - mbx0:%lx, mbx1:%lx, mbx2:%lx

**Explanation** The CHOPIN has not responded to a message within a specified time.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-NOTCHOPIN: Device is not FREEDM - Device reported %#x

**Explanation** The CHOPIN hardware failed. A non-CHOPIN device pointed at the software for the CHOPIN serial.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-NOTPLX: Device is not PLX 9060 - Device reported %#x

**Explanation** Wrong device reported on CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-OWNERR: serial (%d), Buffer ownership error, pak=0x%x

**Explanation** Internal buffer ownership error on CHOPIN

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-PANIC: Exception %d, trace %d

**Explanation** The CHOPIN firmware detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CHOPIN-3-TOOSMALL: %s - packet was less than two bytes

**Explanation** A packet that is too small ( (%i:%d) not found.

**Explanation** The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %CHOPIN-3-UNAVAILABLE: %s - packet was less than two bytes

**Explanation** A packet that is too small (lsp %#x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CI Messages

This section contains chassis interface (CI) messages and temperature alarms.

## CI-0

**Error Message** %CI-0-SHUT\_LC\_CRITICALTEMP: Line cards shutdown as critical temperature exceeded [chars]

**Explanation** The chassis temperature has exceeded a critical threshold and line cards have been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-0-SHUT\_LC\_FANFAIL: Line cards are being shut on fan failure

**Explanation** The chassis fan tray failure timer has expired and line cards have been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-0-SHUT\_LC\_FANGONE: Line cards are being shut as fan tray is missing

**Explanation** The chassis fan missing timer has expired and line cards have been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-1

**Error Message** %CI-1-CHASSISFAULTYSENSOR: Alarm: Chassis temperature sensor is faulty

**Explanation** This error indicates that the chassis temperature sensor is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-1-CHASSISTEMPCRITICAL: Chassi temperature CRITICAL limit exceeded

**Explanation** The system chassis temperature critical limit has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-1-CRITICALTEMP\_LC\_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** This error indicates that line cards have been shut down due to the core temperature exceeding the critical threshold.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-1-FAN\_FAILURE\_LC\_SHUT: Alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** This error indicates that line cards have been shut down due to total fan failure or a missing fan tray.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-3

**Error Message** %CI-3-CHASSISTEMPLow: Chassis temperature too low

**Explanation** The system chassis temperature is below -15 degrees Celsius.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-CHASSISTEMPMAJOR: Chassis temperature major limit exceeded

**Explanation** The system chassis temperature major limit has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-CHASSISTEMPMINOR: Chassis temperature minor limit exceeded

**Explanation** The system chassis temperature minor limit has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-MIB\_ALM\_SUBMIT: MIB alarm: [chars], [chars], [chars], [chars], [chars]

**Explanation** An alarm message is contained in the MIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-3-PS\_FAIL: Power supply module [dec] failure

**Explanation** The specified power supply module has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-4

**Error Message** %CI-4-MULTIPLE\_FAN\_FAILURE: [chars] [dec] [chars]  
[chars]

**Explanation** When two or more of the fans in the chassis fan tray have failed or the fan tray is missing, the line cards will be powered down after the user-configured timer interval. This warning message is generated one minute after the fans have failed or the fan tray is detected to be missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CI-6

**Error Message** %CI-6-CHASSIS\_SHUTDOWN: Chassis shutdown. Card/subcard not powered up

**Explanation** The chassis is shut down. Line cards will not be powered up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-6-FANOK: Fan tray module OK

**Explanation** The chassis fan tray is operating normally.

**Recommended Action** No action is required.

**Error Message** %CI-6-LINECARD\_SHUTDOWN: [chars]

**Explanation** When two or more of the fans in the chassis fan tray have failed or the fan tray is missing, the line cards will be powered down after a user configured timer interval. This message is generated before shutting down line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-6-PS\_MISSING: Power supply module [dec] missing

**Explanation** The specified power supply module is not present in the system

**Recommended Action** No action is required.

**Error Message** %CI-6-PSNORMAL: Power supply [int] normal

**Explanation** A failed power supply is working normally now.

**Recommended Action** If the situation does not correspond with a normal operation of the system's power supplies, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CI-6-PS\_OK: Power supply module [dec] OK

**Explanation** The specified power supply module is operating normally.

**Recommended Action** No action is required.

**Error Message** %CI-6-PS\_PRESENT: Power supply module [dec] present

**Explanation** The specified power supply module is present in the system .

**Recommended Action** No action is required.

# CLNS Messages

This section contains OSI Connectionless Network Service messages.

## CLNS-3

**Error Message** %CLNS-3-UNAVAILABLE: %s: L%d LSP %s database checksum error, restarting

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: L%d LSP %s size %d bigger than interface %s MTU %d, LSP dropped

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: L%d LSP filled to capacity %s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: LSPix %s %d head %#x doesn't match first prev %#x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: LSPix entry %d mismatch with LSP %#x, LSP %s is %d, entry %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: LSPix entry %d should be null, is %#x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: Schedule L%d LSP to set overload bit

**Explanation** The LSP was filled to capacity and after applying any lsp-full suppress options, we still can't recover out of it. So we are going to set overload bit on the LSP

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: %s: non-null %s pointer %#x on freed LSP, index %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: Checkpoint initialization error (%s)

**Explanation** An unrecoverable error occurred during initialization of the checkpoint client.

**Recommended Action** At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: Checkpoint send error (%s)

**Explanation** An unrecoverable error occurred following a request to checkpoint a new or changed adjacency or LSP.

**Recommended Action** At the current time there is no work around. If the error message continues to occur, report the problem to the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: Checkpointed ADJ circuit id mismatch for %s (%d/%d)

**Explanation** A checkpoint message for an ISIS adjacency was dropped by the standby RP because the circuit id interface does not match the circuit ID reported by the active RP.

**Recommended Action** At the current time there is no work around. The circuit id problem should disappear following the next switchover.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS bulk sync failed to complete

**Explanation** The bulk sync of ISIS adjacency and LSP data from the active to the standby RP failed to complete successfully. Any attempt by ISIS to perform a non-stop forwarding restart may be incomplete. (Note that ISIS should still converge correctly.)

**Recommended Action** At the current time there is no work around. The adjacency and LSP databases should still sync up between the active and standby RPs, following completion of the bulk sync. If they do not, report the output from 'show isis nsf', 'show clns neighbor', and 'show isis database' on both RPs and contact the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS: Bad if number, pdb %x, idb %x, if %x

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP). An inconsistency was detected in an internal data structure related to tracking protocol/interface state, possibly related to enable/disable of the protocol on an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS: LSP list traversal incomplete (%s)

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: ISIS: entry already threaded, prev %#x, next %#x, index %d, ver %d

**Explanation** An internal error occurred in the Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-3-UNAVAILABLE: Interface %s cannot be encoded for nsf cisco

**Explanation** Adjacency and LSP information learned from this interface cannot be checkpointed due to an interface encoding error.

**Recommended Action** Please verify that this interface type is supported for NSF in this release. If so, report the problem to the TAC.

**Error Message** %CLNS-3-UNAVAILABLE: Invalid NSAP type in ES table: %x for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CLNS-4

**Error Message** %CLNS-4-UNAVAILABLE: %s Invalid interface clns MTU %d

**Explanation** This message occurs if the interface MTU becomes unusable while ISIS is running on the interface. This condition maybe temporary and recoverable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: %s%s: attempt to exceed LSP maximum sequence number for LSP %s

**Explanation** Attempt was made to exceed maximum sequence number for an LSP.

**Recommended Action** Protocol will shutdown for max-lsp-lifetime + 1 minute. This is a very unlikely natural occurrence. Investigate to find the source of any out of order reception, generation, or incrementing of this LSP's sequence number.

**Error Message** %CLNS-4-UNAVAILABLE: %s: %s authentication failed

**Explanation** An ISIS packet(IIH, CSNP, PSNP or LSP) was received and did not pass authentication check.

**Recommended Action** If the error persists, check the originating router for matching authentication mode and password.

**Error Message** %CLNS-4-UNAVAILABLE: %s: Bad L%d LSP %s checksum %04x received on %s, length %d, should be %04x, bad count %d

**Explanation** A link-state packet (LSP) was received for either Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP), which failed an internal data checksum, but which passed the data-link checksum. The interface on which the LSP was received is indicated,

along with the total count of checksum errors received, the LSP ID, and the level of the failing LSP. This message usually indicates data corruption occurring on a link, but might also indicate data corruption in a neighboring router's memory.

**Recommended Action** If the error is in a neighboring router's memory, the problem will correct itself within 15 minutes. That router will detect its internal error and regenerate the corrupted data. This case is usually indicated by a single LSP ID appearing repeatedly in these messages. The same LSP ID might appear in this message on other routers as well. If data-link corruption has caused the error, check the link for errors and deal with them appropriately. This case is usually indicated by a number of different LSP IDs appearing in these messages.

**Error Message** %CLNS-4-UNAVAILABLE: %s: possible duplicate system ID %s detected

**Explanation** This is a configuration error.

**Recommended Action** One of the duplicate IDs needs to be corrected.

**Error Message** %CLNS-4-UNAVAILABLE: Encapsulation failed, dst= %s

**Explanation** This message can occur when an interface is down and a static neighbor entry exists in the system's CLNS routing table. If this is not the case, the message indicates an internal software error.

**Recommended Action** Check the interface. If the interface is not down and no static neighbor entry exists for that interface, call your technical support representative for assistance.

**Error Message** %CLNS-4-UNAVAILABLE: ISIS: Inconsistent ip prefix and mask(%i%#m) in ISIS LSP: pdb=%s, level=%d, lspid=%s. The route wasn't added into RIB.

**Explanation** The system received a link-state packet (LSP) which contained a bad IP prefix TLV (type length value). The mask corresponding with the address was incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: Invalid NSAP type in IS table: %x %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: Redirect found for non-route entry, dst= %s, next-hop= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLNS-4-UNAVAILABLE: Too many IS-IS areas--can't route to area %s

**Explanation** Intermediate System-to-Intermediate system (IS-IS) allows only three area addresses per area. Multiple routers with at least one area address in common merge all of their configured area addresses into a single set. If the resulting set includes more than three area addresses, this message appears and indicates that there will be a loss of connectivity to the specified area.

**Recommended Action** Reconfigure the network so that the area has fewer area addresses, or split the area into multiple areas.

## CLNS-5

**Error Message** %CLNS-5-UNAVAILABLE: %s%s: All %sadjacencies cleared

**Explanation** All Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacencies of the specified type have been cleared. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message appears as a normal side effect of appropriate console or configuration commands.

**Error Message** %CLNS-5-UNAVAILABLE: %s: %scast address in use on %s

**Explanation** A NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes whether the NLSP multicast address is in use for future updates sent on the LAN. This message appears only if the **log-adjacency-changes** command is configured for the NLSP process.

**Recommended Action** This message is primarily informational and appears normally as routers and links go up or down.

**Error Message** %CLNS-5-UNAVAILABLE: %s: Adjacency to %s (%s) %s, %s

**Explanation** An Intermediate System-to-Intermediate System (ISIS) or NetWare Link Services Protocol (NLSP) adjacency with a neighboring router has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message** %CLNS-5-UNAVAILABLE: %s: MPLS TE Forwarding Adjacency to %s (%s) %s, %s

**Explanation** A Multiprotocol Label Switching forwarding adjacency associated with the Intermediate System-to-Intermediate System (ISIS) routing protocol has either come up or gone down. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the ISIS or NLSP process.

**Recommended Action** This informational message normally appears as routers and links go up or down. However, unexpected adjacency loss might indicate high error rates or high packet loss in the network and should be investigated.

**Error Message** %CLNS-5-UNAVAILABLE: ISIS NSF cancelled - 'nsf interval' expiration pending

**Explanation** ISIS cancelled the NSF restart since either the active or standby RP had not been up long enough. In Cisco mode, the active RP must signal that it has been up for a minimum of 'nsf interval' seconds. For IETF mode, the standby RP must be up for a minimum of 'nsf interval' seconds.

**Recommended Action** Review the setting of the 'nsf interval' command

**Error Message** %CLNS-5-UNAVAILABLE: ISIS NSF cancelled - ISSU negotiation failed for NSF CISCO

**Explanation** ISIS cancelled the NSF restart since ISSU negotiation failed in Cisco mode.

**Recommended Action** Review the output of 'show issu negotiated version' command

**Error Message** %CLNS-5-UNAVAILABLE: ISIS NSF completion

**Explanation** ISIS performed an NSF restart

**Recommended Action** This informational message appears as a normal side effect of a restart performed while NSF is enabled.

## CLNS-7

**Error Message** %CLNS-7-UNAVAILABLE: %s: %08x %08x %08x %08x %08x %08x

**Explanation** Internal use only

**Recommended Action** Should not be seen in the field

**Error Message** %CLNS-7-UNAVAILABLE: Debug: %s

**Explanation** Debug information.

**Recommended Action** No action required

## CLOCK-3

**Error Message** %CLOCK-3-UNAVAILABLE: Hardware Calendar (RTC) Error.

**Explanation** The hardware calendar contains an invalid date. The accepted range is from 1993 to 2035.

**Recommended Action** To correct the invalid date, use the **calendar set** command and the **clock read-calendar** command.

## CLOCKSW-3

**Error Message** %CLOCKSW-3-UNAVAILABLE: %s: bogus plimtype 0x%x

**Explanation** This indicates an internal error in the IDB. This interface can not be selected as a network clocking source.

**Recommended Action** Select another interface as the network clocking source.

**Error Message** %CLOCKSW-3-UNAVAILABLE: All selected network clock sources have failed

**Explanation** All of the configured network clocking sources have failed.

**Recommended Action** Restore proper operation to one or more of the selected interfaces

**Error Message** %CLOCKSW-3-UNAVAILABLE: Network clock source %s, priority %d, failure

**Explanation** Specified network clocking source has failed.

**Recommended Action** Restore proper operation of the selected interface

## CLOCKSW-6

**Error Message** %CLOCKSW-6-UNAVAILABLE: Bypassing FC-PFQ PLL

**Explanation** The FC-PFQ clock is non-operational, bypassing

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CLOCKSW-6-UNAVAILABLE: Network clock source %s, priority %d, ok

**Explanation** Specified network clocking source is operational.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CLOCKSW-6-UNAVAILABLE: Switching from %s to %s at priority level %d

**Explanation** The network clock source has changed from one source to another.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CLS-3

**Error Message** %CLS-3-UNAVAILABLE: %s

**Explanation** A software error detected while manipulating CLSIMsg objects.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLS-3-UNAVAILABLE: CLS: Assertion failed: %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLS-3-UNAVAILABLE: Unknown CLS verb for %s context, DlcOpcodeT=%04x

**Explanation** A bad opcode was generated by the DLC for the STN or CEP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CLSDR-3

**Error Message** %CLSDR-3-UNAVAILABLE: %s couldn't get a message

**Explanation** The destination logical unit (DLU) could not send a correct message to Cisco Link Services I (CLSI) because the message was formed incorrectly. CLSI will not perform the desired action.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: %s failed error 0x%x

**Explanation** An error was returned from Cisco Link Services I (CLSI) to the destination logical unit (DLU) because CLSI did not perform the action desired by the DLU.

**Recommended Action** Refer to CLSI software documentation for more information about this error. Report this error to your technical support representative.

**Error Message** %CLSDR-3-UNAVAILABLE: CLSDRIVER not initialized

**Explanation** A CLSDRIVER initialization failed earlier. Trying to use the driver now results in an error condition.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Cannot create DLU for this type %d

**Explanation** The CLSDRIVER does not understand the destination logical unit (DLU) type. Currently, only STUN uses the CLSDRIVER. Any other value results in an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Cannot create PORT structure

**Explanation** The CLSDRIVER cannot enable this port for processing.

**Recommended Action** Try rebooting the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Cannot found cep in free pool

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Incorrect port pointer in USapId

**Explanation** Cisco Link Services I (CLSI) returned an incorrect port pointer in the USapID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: RemoveCep : Cep 0x%x not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent connection end point from the internal data structure. This creates a problem in the connection end point (CEP) maintenance logic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: RemovePort: port 0x%x not on list

**Explanation** The destination logical unit (DLU) is trying to remove a nonexistent port from the list of active ports because it does not have the correct list of active ports.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: Should never be here, cls message type unknown 0x%x

**Explanation** The CLS message type is unknown to the destination logical unit (DLU).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLSDR-3-UNAVAILABLE: unable to start the Server process

**Explanation** Could not start the CLSDRIVER process, possibly due to a resource problem. The subsystem using CLSDRIVER does not work.

**Recommended Action** Remove and then restore the destination logical unit (DLU) in the configuration file and try and reboot the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CLUE Messages

This section contains Compact Local Unit Exchange (CLUE) messages.

## CLUE-3

**Error Message** %CLUE-3-CHECKSUM\_ERROR: CLUE record checksum error in record, id [dec], record starting address %#x, new checksum %#x, previous checksum %#x

**Explanation** A Compact Local Unit Exchange (CLUE) record stored in the CLUE memory has a bad checksum and cannot be accessed. The CLUE record was either modified by a CLUE client but not committed or it was modified by memory corruption.

**Recommended Action** Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

**Error Message** %CLUE-3-CLIENT\_REGISTRY\_FULL: Maximum of [dec] CLUE clients registered. Cannot register callback %#x

**Explanation** No more Compact Local Unit Exchange (CLUE) clients can be registered because the client registry for callback service is full. Unregistered CLUE clients will not be informed about CLUE service events such as CLUE service ready status or CLUE record corruptions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-COMMIT\_FAILED: CLUE cannot commit record, id [dec]

**Explanation** The specified CLUE record was not committed in the CLUE storage memory, so the CLUE record cannot be accessed. Either the CLUE record was not allocated by the CLUE client before committing or there was an error in the internal CLUE record index table.

**Recommended Action** The internal CLUE client software will attempt to automatically correct the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-EOR\_CORRUPT: CLUE record corruption in end of record field, record id [dec], record starting address %#x

**Explanation** A CLUE record's end of record delimiter was corrupted in the CLUE storage memory, so the CLUE record cannot be accessed. The CLUE record was overwritten by the previous CLUE record or by a memory corruption.

**Recommended Action** Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

**Error Message** %CLUE-3-INDEX\_BUILD\_FAIL: Failed to build CLUE internal record index due to [chars]

**Explanation** CLUE could not build an internal record index table, so the CLUE service will not be available and any data in the CLUE storage cannot be accessed. This failure can occur either when CLUE storage does not exist or when any CLUE record within the CLUE storage is corrupted.

**Recommended Action** Internal CLUE client software will attempt to automatically correct the error. If the error persists, reload the unit.

**Error Message** %CLUE-3-INIT\_ERROR: Failed to initialise the reserved memory for new CLUE context due to [chars]

**Explanation** Reserved memory for the Compact Local Unit Exchange (CLUE) storage area was not initialized due to the reason given. The CLUE storage area will not be available to provide any CLUE service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INTERNAL\_SW\_ERROR: [chars]

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error was reported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INVALID\_AREA: Either address %#x or size [dec] reserved for CLUE storage area is invalid

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. In order to initialize and use the reserved area as a CLUE storage area, CLUE expected a non-zero reserved memory address and a non-zero reserved memory size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INVALID\_REC\_DATA\_SIZE: CLUE record size [dec] is invalid to allocate CLUE record [dec]

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. When the CLUE client requested to allocate the CLUE record, the record size was zero or was not the same as expected. The CLUE record was not allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-INVALID\_REC\_ID: Invalid CLUE record id [dec] has been received so CLUE cannot [chars] it

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. The indicated action cannot be carried out on the specified CLUE record ID because the record ID is not valid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-NOT\_ENOUGH\_CLUE\_STORAGE: CLUE storage has not enough space to allocate record, id [dec] and data size [dec]

**Explanation** An internal Compact Local Unit Exchange (CLUE) software error occurred. The CLUE record was not allocated for the record ID because not enough space for CLUE storage was reserved or the CLUE storage contingency space was full.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show clue** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-NOT\_ENOUGH\_MEMORY: [dec]-bytes of local memory has not enough space left to reserve [dec]-bytes of CLUE storage

**Explanation** Insufficient local memory was available to reserve the required Compact Local Unit Exchange (CLUE) storage space.

**Recommended Action** Add more local memory.

**Error Message** %CLUE-3-NO\_SIGNATURE: CLUE cannot [chars] record, id [dec]

**Explanation** The specified CLUE record was not serviced because CLUE storage was not available or because the CLUE storage signature was invalid.

**Recommended Action** The internal CLUE client software will attempt to automatically correct the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CLUE-3-SOR\_CORRUPT: CLUE record corruption in start of record field, record id [dec], record starting address %#x

**Explanation** A CLUE record's start of record delimiter was corrupted in the CLUE storage memory, so the CLUE record cannot be accessed. The CLUE record was overwritten by the previous CLUE record or by a memory corruption.

**Recommended Action** The internal CLUE client software will attempt to automatically correct the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CM622\_CM155-4

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) %s command error: %s

**Explanation** Linecard ATM driver handles RP command errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) ATM Clock Internal Set on (%d/%d) too

**Explanation** CM155 ATM Clock Internal is enabled for the other channel on the same framer too, the framer defines one bit for both channels.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) RX SAR doing %s error: %s  
(indication=0x%08x 0x%08x 0x%08x)

**Explanation** Linecard ATM driver RX SAR indication errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) VC:%u %s error (cause: %s)

**Explanation** CM622/CM155 ATM SAR VC operation error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) VC:%u is close pending

**Explanation** The VC is in the TX SAR close pending state.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (%d/%d) VC:%u unsupported vc  
encapsulation type=%u

**Explanation** CM622/CM155 ATM SAR VC operation error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (Port %d): %s SAR doing %s error: %s

**Explanation** Linecard ATM driver SAR operation error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (Port %d): %s SAR firmware selftest  
failure (expected 0x%04x, obtained 0x%04x)

**Explanation** Linecard ATM SAR firmware checksum errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: (Port %d): TX SAR %s command error: %s (indication=0x%08x)

**Explanation** Linecard ATM driver TX SAR indication error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: Error: (%d/%d) %s (value=0x%04x)

**Explanation** Linecard ATM driver framer operation errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM622\_CM155-4-UNAVAILABLE: Error: (%d/%d) %s

**Explanation** Linecard ATM driver general operation errors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative

## CMCC-3

**Error Message** .%CMCC-3-UNAVAILABLE: Config queue is full, command was dropped, slot %d

**Explanation** Sending a config command was retried. The receiving queues were still full after retries therefore the command was dropped.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

Reissue the configuration command.

Clear the interface using the **clear interface** command.

Reload the microcode.

Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

**show tech**

**show log**

Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: DNS lookup failed - %s

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: Error (%-04x) %s

**Explanation** An error occurred sending an interface enable or disable command.

**Recommended Action** The interface was reset by the software and the condition rectified. If that did not occur, then issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed.

Clear the interface using the **clear interface** command.

Reload the microcode.

Reload the router.

If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands:

**show tech**

**show log**

Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: No elements avail for msg (%08X %08X); interface reset.

**Explanation** An encapsulated control message arrived, but no elements were available to receive it. It is likely that a configuration will now be in a PENDING state. An interface reset was attempted to clear this condition.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the **clear interface** command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: **show tech show log** Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: No pre-allocated buffers available; enable not sent

**Explanation** An attempt to get a pre-allocated buffer for the enable command was unsuccessful. The interface will not be enabled.

**Recommended Action** Issue the **debug channel events** command and try each of the following tasks in sequence. If an action corrects the problem, the remaining tasks do not need to be performed. Clear the interface using the **clear interface** command. Reload the microcode. Reload the router. If the error still occurs, copy the error message exactly as it appears. Record the output from the following commands: **show tech show log** Provide this information to your technical support representative.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: encaps msg size (%d) smaller than min (%d); dropped.

**Explanation** An encapsulated control message had a size smaller than the minimum expected size. The message was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CMCC-3-UNAVAILABLE: Interface %s: unknown encapsulated msg(%d) len(%d)

**Explanation** An encapsulated control message had an unknown encapsulation type. The message was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CMCC-3-UNAVAILABLE: Invalid IPC request (%d) received from (%x)

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %CMCC-3-UNAVAILABLE: Unable to initialize IPC %s services

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to initialize.

**Recommended Action** The CMCC will not load properly. The router must be reloaded to clear the problem.

**Error Message** %CMCC-3-UNAVAILABLE: Unable to obtain IPC resources

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has failed to obtain a buffer.

**Recommended Action** The CMCC will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

## CMCC-4

**Error Message** %CMCC-4-UNAVAILABLE: DNS lookup failed - the DNS server has no entry for hostname %s

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Verify that the DNS server entries are up to date.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: Channel-protocol %s cmd failed; resetting to default

**Explanation** The **channel-protocol** configuration command sent after a reset failed to complete successfully.

**Recommended Action** The channel data transfer rate was reset to the default value. Reissue the configuration command.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: Unable to pre allocate response element; cfg not sent

**Explanation** An attempt to allocate a buffer for the configuration response, or for the configuration state change request, was unsuccessful. The configuration request was not sent.

**Recommended Action** The configuration command must be reissued.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: configuration command %s %s failed

**Explanation** An error occurred sending the configuration command to the CMCC card, or the CMCC negatively acknowledged the command

**Recommended Action** Reissue the configuration command.

**Error Message** %CMCC-4-UNAVAILABLE: Interface %s: encapsulated msg size (%d) exceeds max (%d); truncated.

**Explanation** An encapsulated control message had a size greater than the maximum expected size. The message was truncated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CMCC-5

**Recommended Action** **logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CMCC-5-UNAVAILABLE: DNS lookup failed - DNS server %i is unreachable

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check for available routes to DNS servers.

**Error Message** %CMCC-5-UNAVAILABLE: DNS lookup failed - query to DNS server %s timed out

**Explanation** The InterProcess Communication (IPC) service used by the TN3270 Server on the CMCC has experienced a DNS lookup failure.

**Recommended Action** Check the status of the DNS server.

## CMCC-6

**Error Message** %CMCC-6-UNAVAILABLE: Interface %s: adapter type changed from %s to %s

**Explanation** The interface reported a different interface type than it previously did. This should not happen without removing the CMCC card and replacing it with one that has an interface of the reported type.

**Recommended Action** This is an informational message, no action is required

## CMAPP-6

**Error Message** %CMAPP-6-UNAVAILABLE: Cannot create Call Manager Application process

**Explanation** Failed to create the Call Manager Application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

## CMP Messages

This section contains Cluster Membership Protocol (CMP) module messages.

### CMP-5

**Error Message** %CMP-5-NBR\_UPD\_SIZE\_TOO\_BIG: Number of neighbors in neighbor update is [int], maximum number of neighbors allowed in neighbor update is [int]

**Explanation** The number of cluster neighbors in the clustering neighbor update packet exceeds the number of neighbors supported by the clustering module design.

**Recommended Action** No action is required.

### CMP-DSPRM

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: DSPRM event unavailable

**Explanation** The router or access server could not allocate internal resources.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: DSPRM internal error[%s:%d]

**Explanation** The router or access server has detected an internal error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: IOS buffer pool unavailable [%s:%d]

**Explanation** The router or access server could not allocate internal resources.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CM\_DSPRM-1-UNAVAILABLE: IOS memory unavailable [%s:%d]

**Explanation** The router or access server could not allocate memory for internal data structures.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CM-MONITOR

**Error Message** %CM\_MONITOR-5-UNAVAILABLE: Sending DNS response to %i (request was for %i)

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CM\_MONITOR-5-UNAVAILABLE: Starting DNS process

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CM\_MONITOR-5-UNAVAILABLE: Terminating DNS process

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CM-SYNC

**Error Message** %CM\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CM\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CNS Messages

This section contains Cisco Networking Services (CNS) messages.

## CNS-3

**Error Message** %CNS-3-MEMORY: [chars]

**Explanation** CNS subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors, upgrading the memory in the network device may be required.

**Error Message** %CNS-3-TRANSPORT: [chars]

**Explanation** The CNS subsystem has experienced a problem contacting an external application.

**Recommended Action** See specific message text for an indication of what the cause might be. Check the network configuration and cables to make sure that the remote application is running and the address is accessible.

**Error Message** %CNS-3-WARNING: [chars]

**Explanation** The CNS subsystem has encountered an unexpected condition while executing a set of commands that did not cause a failure but suggests things did not go totally correctly.

**Recommended Action** Check the error log for additional information. This is an informational message and does not necessarily indicate that an error occurred.

**Error Message** %CNS-3-XML\_SEMANTIC: [chars]

**Explanation** The CNS subsystem has encountered an error while processing the XML encapsulation of configuration command.

**Recommended Action** The externally supplied XML has errors in it and cannot be processed. See the specific message text for an indication of what the cause might be. This condition could possibly require that the command be checked and reissued from the server.

## CNS-5

**Error Message** %CNS-5-CONFIG\_SUCCESS: SUCCESSFUL\_COMPLETION

**Explanation** The configuration download has been applied successfully.

**Recommended Action** No action is required.

## CNS-6

**Error Message** %CNS-6-NO\_EVENT\_AGENT: CNS EVENT AGENT IS NOT CONFIGURED

**Explanation** The CNS event agent is not configured. The event that was to be sent to it will be dropped

**Recommended Action** Configure the CNS event agent.

# COLLECTION Messages

This section contains COLLECTION messages.

## COLLECTION-3

**Error Message** %COLLECTION-3-UNAVAILABLE: Attempted to start a walk with incompatible mode and priority (mode %s priority %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COLLECTION-3-UNAVAILABLE: Attempted to start a walk with incompatible mode and process (mode %s process %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COLLECTION-3-UNAVAILABLE: Initialization of process %s failed, unable to %s

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COLLECTION-3-UNAVAILABLE: Subwalk mismatch, walk %p (priority %s mode %s) subwalk %p (priority %s mode %s)

**Explanation** COLLECTION\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMMON\_FIB Messages

This section contains CEF address Forwarding Information Base (FIB) messages.

## COMMON\_FIB-3

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to create CEF interface for %s with illegal if\_number: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to create CEF interface for %s with illegal index: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to use out of bounds interface index: %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-2-UNAVAILABLE: Attempt to used uninitialized CEF data structure.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s %s subblock doesn't support ISSU and can't be used.

**Explanation** The given SW subblock doesn't support ISSU so may not be processed correctly on the LC. It has not been registered by the CEF component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s NULL fibidb in broadcast sb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s broker failed to encode msg type %d for slot(s) %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s chunk pool could not be %s. Possible memory leak.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s distribution broker not found - distributing %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s for %s - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s path list %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: API called with NULL fibidb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: An internal software error occurred. %s linked to wrong hwidb %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: An internal software error occurred. %s linked to wrong idb %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: An internal software error occurred. %s should be first fibidb

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Assertion '%s' failed in %s CEF [0x%08x]: %s (%s) %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attached export tracking error: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attempt to clear the name of %s table with tableid %d, previous name %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attempt to create %s table with illegal tableid %d (%s)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Attempt to update fibidb prior to completion of idb initialization.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Bad magic for element %p (0x%08x != 0x%08x)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Cannot find ISSU message type for FIB %s (%d) %sSB %s msg

**Explanation** The given SW subblock is being sent to an ISSU aware endpoint but CEF cannot verify that this message has been negotiated successfully and cannot send it. This is a coding error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: FIB%sIDB name %s error (lengths %d (%d), short %d (%d))

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Failed to start %s of %sentries in table %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Generic subblock error: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: HW API failure for %s CEF [0x%08x]: %s (%s) %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: IPMFI Timing Tool present in image - performance will be degraded

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: IPV6\_SWSB\_CTRL name length error, %s (acl\_in %d (%d), acl\_out %d (%d), pbr %d (%d))

**Explanation** IPv6 in/out ACL and IPv6 PBR name lengths for/from an IPC XDR message are invalid. The names will not be used so as to prevent any buffer overrun errors. There is a possibility that either the XDR message or an internal IPv6 FIB structure is corrupted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Illegal arguments - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid XDR format. %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid XDR length. Type %d (%s).  
XDR/buffer len %d/%d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid address family %d%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Invalid address type %d%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Manipulating interest list - %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Memory allocation failure for %s in %s CEF [0x%08x] (%s)%s.

**Explanation** An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, CEF operation may be impacted.

**Recommended Action** Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Message %s (%d) is ISSU aware so cannot use old FIB API.

**Explanation** ALL FIB subblocks must be ISSU aware. The subblock code must be rewritten for ISSU. Otherwise this may lead to unpredictable behaviour when running in SSO mode with two different versions of IOS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Missing name for fibhwidb (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No %s subblock control decode function for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No fibidb for %s (ignoring path) during path no %d update for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No handler for units (%s) - from slot %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: No valid paths for prefix %s in vrf %s.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Subtree context unexpected error: app %s: %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Unable to find MPLS oce for %s IP oce

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Unexpected disposition information for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Unexpected element type %u

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: Walk specification %p missing handler for type %d dependency

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: dqueue has an active collection just prior to destruction

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: dqueue is not empty just prior to destruction

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: elem %p type 0x%x elem-next %p elem-next\_type 0x%x elem-next-prev %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: elem %p type 0x%x elem-prev %p  
elem-prev\_type 0x%x elem-prev-next %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-3-UNAVAILABLE: fibidb %s if\_nb %d could not be %s db

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMMON\_FIB-4

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: %s CEF is being disabled due to a fatal error.

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempted add of subblock of type '%s' (%d) for %s failed%s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to insert %p after %p but it has prev set to %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to insert %p after %p but it is still pointed at by %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to remove %p but it has no prev (next is %p)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to remove %p but prev %p points at %p instead

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Attempting to remove %p with next %p thinks its prev is %p

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: CEF %s database auto-repair executed

**Explanation** The CEF consistency checkers have detected an inconsistent prefix in one of the CEF forwarding databases. The auto-repair function has been executed to repair the problem. Details of the prefix can be found using the 'show cef table consistency' command.

**Recommended Action** Copy the message exactly as it appears, together with the output of the 'show cef table consistency' command and report it to your technical support representative,

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Encoding of %s %s stats XDR too big

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: HW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

**Explanation** The given HW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Hardware in slot %s missing prefix for %s/%d in FIB table %s (present in LC FIB) [%s]

**Explanation** A passive consistency checker discovered a prefix in the LC FIB table which is not present in the hardware forwarding table on this linecard. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Hardware on RP missing prefix for %s/%d in FIB table %s (present in RP FIB) [%s]

**Explanation** A passive consistency checker discovered a prefix in the RP FIB table which is not present in the hardware forwarding table on the RP. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Invalid message received. Type %s, event/sub-type %d, length %d

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Invalid message: %s, type %s, len %d

**Explanation** An invalid message has been received by this broker.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Message %s for slots %s is too large (%d bytes, max %d)

**Explanation** There is not enough buffer space for ISSU transformations. The message must not proceed any further or a buffer overrun may result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Message %s for slots %s is wrong length (%d, should be %d)

**Explanation** The encoded message length doesn't match the expected length. Message will not be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Mis-match between hwidb %s (ifindex %d) and fibhwidb %s (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Mis-match between idb %s (if\_number %d) and fibidb %s (if\_number %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Missing hwidb for fibhwidb %s (ifindex %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Missing idb for fibidb %s (if\_number %d).

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: No fibhwidb for %s found during %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: No fibhwidb while initializing fibidb for %s (if\_number %d)

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: No fibidb found for %s during %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP has prefix %s/%d in FIB table %s (missing in routing table) [%s]

**Explanation** A passive consistency checker discovered a prefix in the CEF forwarding table which is not present in the routing table. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP missing prefix for %i%m in FIB table %s (present in routing table) [%s]

**Explanation** A passive consistency checker discovered a prefix in the routing table which is not present in the CEF forwarding table on the RP. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP missing prefix for %s/%d in FIB table %s (present in RP hardware) [%s]

**Explanation** A passive consistency checker discovered a prefix in the hardware table which is not present in the FIB forwarding table on the RP. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: RP prefix for %s/%d in FIB table %s (inconsistent on slot %s - %s) [%s]

**Explanation** A passive consistency checker discovered a prefix in the forwarding table of the linecard which is inconsistent on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Ratio of unequal path weightings (%s) prevents oce %s from being used.

**Explanation** When attempting to setup the load balancing infrastructure for a prefix with unequal path weightings, CEF discovered that the range of weightings caused one or more paths to be excluded from the final set of load balancing paths. Load balancing will continue with the remaining paths.

**Recommended Action** Reduce the range of weightings to allow all the paths to be used.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: SW subblock decode (%s / %d) - wrong length read (expected %d, decoded %d)

**Explanation** The given SW subblock is not being processed correctly on the linecard. The error has been corrected, but should be reported in case there are related problems that need to be addressed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Slot %s missing prefix entry for %s in FIB table %s when looking up %s [%s]

**Explanation** A packet arrived on the linecard, but the lookup of the destination IP address failed to find this prefix in the forwarding table. However the prefix is present on the RP. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Slot %s missing prefix for %s/%d in FIB table %s (present in LC hardware) [%s]

**Explanation** A passive consistency checker discovered a prefix in the LC hardware table which is not present in the FIB forwarding table on this linecard. This may be a transient condition.

**Recommended Action** LOG\_SH\_FIB\_PREFIX\_ACTION

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Slot %s prefix entry for %s/%d in FIB table %s [%s] reason: %s

**Explanation** A passive consistency checker discovered a prefix that is present on the RP, but is inconsistent in the forwarding table of the linecard. This may be a transient condition.

**Recommended Action** If the same prefix gives repeated errors check the CEF prefix on the RP and linecard. If necessary, a clear cef linecard will download a new CEF table to the linecard. You can also try a clear adjacency command to reload host prefixes.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: The platform has enabled and prohibited %s for %s

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_FIB-4-UNAVAILABLE: Unable to register XDR client (%s).

**Explanation** COMMON\_FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMMON\_FIB-6

**Error Message** %COMMON\_FIB-6-UNAVAILABLE: %s has too many (%u) levels of recursion during %s

**Explanation** CEF discovered that the routing for a prefix involved excessive many levels of recursion and was forced to terminate an operation on the entry for that prefix. This is likely to be caused by a recursion loop

**Recommended Action** If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration

**Error Message** %COMMON\_FIB-6-UNAVAILABLE: %s is found to resolve via itself during %s

**Explanation** CEF discovered that the routing for a prefix has recursive paths that leads back to itself and CEF was forced to terminate an operation on the entry for that prefix.

**Recommended Action** If the problem persists use show commands to display the RIB and CEF information for the prefix in question and check its configuration

**Error Message** %COMMON\_FIB-6-UNAVAILABLE: Test subblock error: %s

**Explanation** The subblock test command could not be completed successfully

**Recommended Action** LOG\_STD\_NO\_ACTION

## COMMON\_MFIB\_3

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: %s broker failed to encode msg type %d for slot(s) %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: %s distribution broker not found - distributing %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: %s: %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Assertion '%s' failed in %s MFIB [0x%08x]: %s (%s)%s.

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Attempt to clear the name of %s table with tableid %d, previous name %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Attempt to create %s table with illegal tableid %d (%s)

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Failed to %s table %s%s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Failed to initialise %s RP broker facility

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Generic subblock error: %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Illegal arguments - %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Invalid XDR format. %s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Invalid XDR length. Type %d %s.  
XDR/buffer len %d/%d

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Invalid address family %d%s

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-3-UNAVAILABLE: Memory allocation failure for %s in %s MFIB [0x%08x].

**Explanation** An attempt to allocate memory has failed. Depending on the criticality of the data to be stored, MFIB operation may be impacted.

**Recommended Action** Verify that the configuration is supported by the memory present in the system. Copy the message exactly as it appears, and report it to your technical support representative.

## COMMON\_MFIB\_4

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: %s MFIB is being disabled due to a fatal error.

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Failed to %s table %s %s

**Explanation** An MFIB table was found to be missing when attempting to perform a change to it. This may be a transient condition

**Recommended Action** If the same table gives repeated warnings or generates more serious errors, copy the message exactly as it appears and report it to your technical support representative

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Invalid message received. Type %s, event/sub-type %d, length %d

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Invalid message: %s, type %s, len %d

**Explanation** An invalid message has been received by this broker.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: Unable to register XDR client (%s).

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMMON\_MFIB-4-UNAVAILABLE: XDR client (%s) should be registered.

**Explanation** COMMON\_MFIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMP-3

**Error Message** %COMP-3-UNAVAILABLE: %s: COMPRESS: (stac error!) status: %d, size in: %d, size out: %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Bad status returned from packet compression operation

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Compression Version mismatch expected %x received %x

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Compression internal configuration error

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Decompression size error

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s Decompression sync error

**Explanation** One interface is configured for predictor compression, the other is not.

**Recommended Action** Configure both interfaces for predictor compression.

**Error Message** %COMP-3-UNAVAILABLE: Interface %s compression subblock creation failed.

**Explanation** An internal software error occurred.

Copy the error message exactly as it appears, and report it to your technical support representative.

## COMP-5

**Error Message** %COMP-5-UNAVAILABLE: Interface %s %s

**Explanation** Interface serial0 compression getbuffer failed, causing Link Access Procedure, Balanced (LAPB) retransmissions.

**Recommended Action** Configure additional large and big buffers.

## COMP\_MATRIX Messages

This section contains ISSU Compatibility Matrix messages.

### COMP\_MATRIX-3

**Error Message** %COMP\_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to delete a persistent variable from the %s system (rc = %d).

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Show persistent variable. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMP\_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to read a persistent variable from the local system (rc = %d).

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Show persistent variable. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COMP\_MATRIX-3-UNAVAILABLE: ISSU Compatibility Matrix was unable to write to persistent variables on the %s system (rc = %d).

**Explanation** The ISSU compatibility matrix was unable to access a persistent variable. There is no way to determine if issu image-version compatibility checking should be enabled or disabled.

**Recommended Action** Show persistent variable. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COMP\_MATRIX-4

**Error Message** %COMP\_MATRIX-4-UNAVAILABLE: Compatibility Matrix has been disabled. No image compatibility checking will be done.

**Explanation** The ISSU compatibility matrix check has been disabled via configuration command **no service image-version compatibility**. When the standby comes up, no image compatibility checking will be done, which results in SSO redundancy mode even if the active and standby are running different images.

**Recommended Action** The ISSU compatibility matrix check has been disabled using the global configuration command **no service image-version compatibility**. Redundancy mode would be SSO. Please be sure this is your intention or change configuration using **service image-version compatibility**.

## COT-1

**Error Message** %COT-1-UNAVAILABLE: %s

**Explanation** Failed to allocate memory for COT DSP event queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COT-1-UNAVAILABLE: %s

**Explanation** Failed to create a periodic process or chunk pool or cot/dsp queue for COT

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COT-1-UNAVAILABLE: %s

**Explanation** Failed to enqueue DSP event to COT DSP event queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## COUGAR\_EHSA-5

**Error Message** %COUGAR\_EHSA-5-UNAVAILABLE: %s %d

**Explanation** A significant Running config sync file event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COUGAR\_EHSA-5-UNAVAILABLE: Forcibly closing fd: %d name:%s

**Explanation** A file activity timeout occurred on the secondary.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPAD-1

**Error Message** %CPAD-1-UNAVAILABLE: %s creation failed for slot %d

**Explanation** The CSA driver, in its initialization phase, could not allocate memory for the specified data structure.

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: %s: %s

**Explanation** An error occurred in the application using the CSA.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: Slot %d: %s

**Explanation** The CSA driver failed to initialize at the specified point.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: bay %d Invalid vendor/device id %d

**Explanation** The CSA driver, in its initialization phase, encountered a communication failure with the CSA in the specified bay.

**Recommended Action** Consider reseating the specified CSA. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CPAD-1-UNAVAILABLE: bay %d: Deactivating card

**Explanation** An error occurred during initialization. The CSA is being deactivated

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support

## CPAD-6

**Error Message** %CPAD-6-UNAVAILABLE: %s shutting down

**Explanation** The specified CSA is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. It occurs in normal operation.

**Error Message** %CPAD-6-UNAVAILABLE: %s starting up

**Explanation** The specified CSA has initialized successfully.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## CPM-3

**Error Message** %CPM-3-UNAVAILABLE: CPM at slot %d: PCI device not supported

**Explanation** An interface controller device did not report the correct PCI device ID.

**Recommended Action** Power down, reinsert the port module, and reboot. If the message recurs, call your technical support representative for assistance.

**Error Message** %CPM-3-UNAVAILABLE: CPM at slot %d: PCI discovery failed count = %d

**Explanation** One of the interface controller devices on the module did not initialize properly.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CPU\_NET-0

**Error Message** %CPU\_NET-0-UNAVAILABLE: The interface between the CPU and the switch has become stuck. The switch must now reset to clear this condition .Retrieval queue %d.

**Explanation** The CPU can no longer communicate with the network.

**Recommended Action** Reload the system.

## CPU\_REDUN-2

**Error Message** %CPU\_REDUN-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the CPU redundancy subsystem

**Recommended Action** Check for sufficient processor memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_REDUN-3

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %d %d

**Explanation** A subsystem initialization error occurred.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %d

**Explanation** The 4msec timer interrupt was shut off for an extended period while the hardware watchdog was enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %d sec, %s = %x

**Explanation** The CPU redundancy process didn't run for a long time, because an interrupt routine ran too long.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %s

**Explanation** An error occurred that affects CPU Redundancy services. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: %s %s software subsystem. Active=%d, Standby=%d.

**Explanation** Standby CPU software subsystem is older or missing. See message text for software subsystem type. May result in feature losses in the event of a switchover.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** If the alarm appears when this is asserted for a standby processor with a different software image, it indicates an alarm condition on the peer that the active processor can not decode. If this is asserted for the active processor, it indicates a software error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the active processor is detecting bad parity on the active/standby bits read from the standby processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the capabilities reported by the standby processor are less than the active processor. The processors are conditionally redundant, which means that a switchover could result in a partial loss of system control.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the peer processor is either missing or can not be detected. The active processor currently is not being protected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the peer processor is present but not responding or sending keepalives.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor can not access its backplane IDPROM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the linecard access test for multiple linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal PCI bus test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal PCMCIA slot test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor has failed the online diagnostic internal SRC test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the processor redundancy state is either not consistent with the peer state, or the software state is not consistent with the hardware state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** The alarm appears when the slot ID read from the backplane IDPROM does not match the slot ID read from the SRC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** This alarm appears when the processor can't transmit characters on the console UART. It indicates a probable equipment failure

**Recommended Action** If the symptom persists following a reload, remove and replace the processor module.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Attempt to sync %s config to standby failed

**Explanation** Unable to send Startup or Private Config file to Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Attempt to sync running config to standby failed

**Explanation** Unable to send Running Config file to Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Can't change my state. desired state %s, read-back %s

**Explanation** Local CPU can't set its redundancy state to the desired calculated value

**Recommended Action** Check health of local CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Can't get Global Lock

**Explanation** Peer CPU won't relinquish the arbitration lock.

**Recommended Action** Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Detected invalid redundancy states, local = %s, peer = %s

**Explanation** Detected an invalid combination of redundant states

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Error/Mismatch in readingVendor ID for PCI device %d

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Invalid peer CPU severity (%d) (current peer register=0x%x)

**Explanation** Peer CPU is reporting an invalid severity value.

**Recommended Action** Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Invalid peer CPU state (%s) (current peer register=0x%x)

**Explanation** Peer CPU is reporting an invalid redundancy state.

**Recommended Action** Check that both the local and peer CPUs are fully seated in the backplane. Check the health of the Peer CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Mismatch in %s driver versions. Active=%d.%d, Standby=%d.%d.

**Explanation** Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation. May result in a loss of connections.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Mismatch in %s. Active=%d, Standby=%d.

**Explanation** Standby CPU is reporting lower Capabilities than the Active CPU. See message text for type of limitation.

**Recommended Action** Check for sufficient Standby CPU capabilities. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Mismatch in %s. Active=%d.%d,  
Standby=%d.%d.

**Explanation** Standby CPU is reporting lower versions than the Active CPU. See message text for type of limitation.

**Recommended Action** Check Standby CPU version numbers. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Missing %s driver support on Standby.  
Active=%d.%d

**Explanation** Standby CPU is missing support for one of the drivers available on the Active CPU. The corresponding linecard will go down in the event of a switchover.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Parity Error on PCI Bus fromPCI Device

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Software state (%s) doesn't reflect local hardware (%s)

**Explanation** Software state is not following the underlying hardware redundancy state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Status error in PCI device %d

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-3-UNAVAILABLE: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_REDUN-4

**Error Message** %CPU\_REDUN-4-UNAVAILABLE: %s %d %s

**Explanation** System is running for an extended period in an unprotected mode even though a peer CPU is present

**Recommended Action** Check the health of the Peer CPU. Configure as maintenance mode to intentionally suppress error messages. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-4-UNAVAILABLE: Active CPU FPGA has been reprogrammed. Please remove and re-insert the CPU in slot %d or power-cycle the box, for the new FPGA to take effect.

**Explanation** Active CPU FPGA has been reprogrammed. This CPU is now running with old FPGA and it needs to be hot-swapped or the system needs to be power-cycled for the new FPGA to take effect.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-4-UNAVAILABLE: Non-volatile configuration memory is not present

**Explanation** The startup-config is missing. This may be due to either a manual user erase command or an interrupted write to the startup-config.

**Recommended Action** Do a copy running-config startup-config to save current system configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_REDUN-5

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s %d

**Explanation** Reloading due to a negotiated switchover.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s (sev %d), peer is %s (sev %d)

**Explanation** A CPU hardware redundancy status change occurred.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s

**Explanation** Reloading due to a hardware software state mismatch.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: %s

**Explanation** Reloading standby since Active CPU shows loss of comm.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Forcibly closing fd: %d name:%s

**Explanation** A file activity timeout occurred on the slave.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Peer CPU hardware and software is fully compatible.

**Explanation** Standby CPU H/W, drivers and software subsystems have matching versions and capabilities.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Peer CPU has been removed from the chassis

**Explanation** Peer CPU has been removed from the chassis.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Peer CPU has exited IOS

**Explanation** Peer CPU has exited IOS.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Running config successfully synced to standby

**Explanation** Running Config file was sent to the Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Sending %s = %d

**Explanation** Normal response for CPU EHS Redundancy services. The details about what was sent will be printed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Startup config successfully synced to standby

**Explanation** Startup Config file was sent to the Standby CPU

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-5-UNAVAILABLE: Switchover occurred. Reason: %s

**Explanation** A CPU switchover took place. The reported reason is listed in the error message text.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CPU\_REDUN-6

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: %s %s

**Explanation** A significant EHSA Redundancy services event occurred. The details will be printed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: After returning to ROM by %s

**Explanation** Informational message notifying about a system startup with no switchover.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: Running config on this CPU has possibly changed

**Explanation** Informational message to notify of possible changes to the running-config file

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CPU\_REDUN-6-UNAVAILABLE: Startup config on this CPU has possibly changed

**Explanation** Informational message to notify of possible changes to the startup-config file

**Recommended Action** LOG\_STD\_NO\_ACTION

## CSM-1

**Error Message** %CSM-1-UNAVAILABLE: %s

**Explanation** Failed to create a periodic process for CSM or the number of digit collectors reported to CSM exceeds the maximum number of digit collectors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s

**Explanation** The modem signaling module failed initialization

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: %s at slot %d, controller %d, timeslot %d

**Explanation** This is an internal software error. An attempt is made to add non existent CAS signalling interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s at slot %d, port %d

**Explanation** An initialization error occurred on the specified port. The error message specifies more details

**Recommended Action** Try resetting the port or power cycling the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s: %d/%d received invalid event %d

**Explanation** An invalid operation was detected by the router

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: %s: hwidb is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s: hwidb is NULL

**Explanation** An invalid operation was detected by the router

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: %s: hwidb subblock for b channel %d is in use

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: %s: modem\_info is NULL

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: A new RBS channel added

**Error Message** %CSM-1-UNAVAILABLE: An Unexpected event received by tone process - %d %d.

**Explanation** An invalid operation was detected by the router

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: An error was encountered in enqueueing a %s (%d) for slot/port %d/%d.

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: An error was encountered in enqueueing a CAS message - %s.

**Explanation** The modem may no longer be usable.

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the error message exactly as it appears and contact your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: Modem %d/%d has been marked as bad by the router software.

**Explanation** The modem is no longer usable due to a runtime error.

**Recommended Action** The modem may become operational following a reset of the router. If not, copy the error message exactly as it appears and contact your technical support representative.

**Error Message** %CSM-1-UNAVAILABLE: String copy exceeded buffer size

**Explanation** The string written into the allocated buffer exceeded the size of the buffer. This can cause memory corruption.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM-1-UNAVAILABLE: The T1 or E1 network module is incompatible with the digital modems: %s

**Explanation** The T1 or E1 network module cannot be used with digital modems.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

## CSM-5

**Error Message** %CSM-5-UNAVAILABLE: %s at slot %d, unit %d, channel %d with index %d

**Explanation** An ISDN PRI interface has changed states. Details of the new state are shown in the error message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM-5-UNAVAILABLE: %s at slot %d, unit %d, with index %d

**Explanation** An ISDN MBRI interface has changed states. Details of the new state are shown in the error message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM-5-UNAVAILABLE: CAS mbox at %x in use - message has been %s.

**Explanation** A CAS IPC message has been queued because the mailbox is in use.

**Recommended Action** This is a notification message. Copy the error message exactly as it appears and contact your technical support representative if the modems are not functional or this message appears frequently.

## CSM-SLB-3

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d FT error: %s

**Explanation** An error occurred in CSM-SLB fault tolerance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d configuration reload failed: %s

**Explanation** Configuration reload of the CSM-SLB card failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d error: %s

**Explanation** An error occurred in a CSM-SLB module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d image version mismatch, RP = %s, CSM = %s: %s

**Explanation** Router image and CSM-SLB image do not correspond.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d memory error: %s

**Explanation** Out of memory condition while downloading SLB configurations onto CSM card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d script error: %s

**Explanation** An error occurred in a CSM-SLB script.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Module %d unexpected error: %s

**Explanation** An unexpected error condition occurred on the CSM-SLB card while performing Server Load Balancing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Portchannel allocation failed for module %d.

**Explanation** Unable to allocate enough portchannel groups for CSM-SLB card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-3-UNAVAILABLE: Unknown error occurred while configuring IDB for CSM-SLB module: %s.

**Explanation** Unable to configure data path for CSM-SLB card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CSM-SLB-4

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d ARP configuration error: %s

**Explanation** Error creating or removing a static ARP route.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d FT warning: %s

**Explanation** Some possibly undesired event occurred in CSM-SLB fault tolerance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d configuration warning: %s

**Explanation** Syntax error in a URL or COOKIE regular expression in SLB configuration.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d duplicate ID: %s

**Explanation** Same ID was used to create multiple entities.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d invalid ID: %s

**Explanation** The entity identified does not exist.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d probe configuration error: %s

**Explanation** Health probe configuration failed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d regular expression memory error: %s

**Explanation** A lookup table does not contain enough space to store the configured URL and COOKIE regular expressions. Use 'show ip slb memory' to determine which virtual server(s) were unable to be configured because of insufficient memory.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d script warning: %s

**Explanation** Some possibly undesired event occurred in CSM-SLB scripting.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d warning: %s %s

**Explanation** There is a mismatch between the configuration and the specified environment variable

**Recommended Action** Check the documentation for any caveats regarding the use of the concerned environment variable.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d warning: %s

**Explanation** Some possibly undesired event occurred in a CSM-SLB module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Module %d warning: %s

**Explanation** There may be a problem with your network topology or configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_SLB-4-UNAVAILABLE: Received CSM-SLB module version wildcard on slot %d. Supervisor has version %d.

**Explanation** User issued a command from the linecard to bypass the safeguard against module version mismatch. As a result, configuration may fail.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CSM-SLB-6

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d FT info: %s

**Explanation** Some event occurred in CSM-SLB fault tolerance.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d gateway state changed: %s

**Explanation** A gateway changed states.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d info: %s

**Explanation** Some event occurred in a CSM-SLB module.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d script info: %s

**Explanation** Some event occurred in CSM-SLB scripting.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %CSM\_SLB-6-UNAVAILABLE: Module %d server state changed: %s

**Explanation** A real server changed states (failed or recovered). Possible causes might be configuration changes, arp checks or health probes.

**Recommended Action** LOG\_STD\_NO\_ACTION

## CSM\_VOICE-3

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: CSM failed to add the CAS TDM hairpinning call

**Explanation** The CSM voice software interface was unable to add this call as hairpinning because of presence of another call for the same DS0. Internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: CSM failed to get a free dsp tdm channel from the DSP Resource Manager (DSPRM) to handle an incoming call

**Explanation** The voice software was unable to obtain the tdm channel for a free dsp from the DSP Resource Manager. All of the dsp's have been used to process calls, or have been taken out of service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Invalid interface slot:controller:group(%d/%d:%d)

**Explanation** The voice interface defined by slot:controller:group is not yet defined within the voice software but attempts were made to use this interface.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Invalid voice interface controller:group(%d:%d)

**Explanation** The voice interface defined by controller:group is not yet defined within the voice software but attempts were made to use this interface.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No memory is available to build any internal data structure for the voice software.

**Explanation** The voice software was unable allocate memory to build any internal data structures. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No memory is available to build the voice interface (%d:%d)

**Explanation** The voice software was unable allocate memory to build a voice interface data structure. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No signaling data block is available to build the voice interface(%d/%d:%d)

**Explanation** The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: No signaling data block is available to build the voice interface(%d:%d)

**Explanation** The voice software was unable to obtain a signaling data block from the Voice Telephony Service Provider. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d/%d:%d)

**Explanation** The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: The Voice Telephony Service Provider has rejected our request to add this voice interface (%d:%d)

**Explanation** The voice software was unable to report a new signaling interface to the Voice Telephony Service Provider

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Undefined dsx0 interface for controller(%d)

**Explanation** The dsx0 interface for the specified controller is not defined but the voice software use it.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

**Error Message** %CSM\_VOICE-3-UNAVAILABLE: Undefined dsx0 interface for controller(%d/%d)

**Explanation** The dsx0 interface for the specified controller is not defined but the voice software use it.

**Recommended Action** Internal software fault. Contact your field service representative if this message is coincident with dropped calls.

## CT3-1

**Error Message** %CT3-1-UNAVAILABLE: %s

**Explanation** A CT3 Port Adapter was detected which has a revision earlier than rev3. This port adapter pre-dates the router platform it has been installed in, and is not a supported combination.

**Recommended Action** Upgrade to a CT3 Port Adapter which is rev3 or above.

**Error Message** %CT3-1-UNAVAILABLE: %s could not be disabled by %s

**Explanation** The shutdown failed to disable the interface.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-1-UNAVAILABLE: %s could not be enabled by %s

**Explanation** The restart failed to enable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-1-UNAVAILABLE: %s could not be reset by %s

**Explanation** The restart failed to reset the interface.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: %s init failed at %s

**Explanation** CT3 initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

**Explanation** The CT3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Replace the CT3 port adapter.

**Error Message** %CT3-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

**Explanation** The CT3 hardware failed. Some components on the board failed to initialize.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: Microcode to slot %d

**Explanation** Failed to download firmware into the CT3 port adapter.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-1-UNAVAILABLE: Slot %d firmware init (%s)

**Explanation** CT3 firmware initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-1-UNAVAILABLE: Slot %d for microcode download

**Explanation** An error was detected on the communication path between VIP and CT3.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## CT3-2

**Recommended Action** support representative.

**Error Message** %CT3-2-UNAVAILABLE: %#08x %08x %08x %08x

**Explanation** CT3 firmware crash information

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-2-UNAVAILABLE: %s: packet received for unknown VC %d

**Explanation** The virtual channel encapsulation is corrupted.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

## CT3-3

**Error Message** %CT3-3-UNAVAILABLE: %s - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: %s

**Explanation** General error information.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The CT3 driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: %s: failed to send %s love letter

**Explanation** A love letter was not sent to RSP.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

**Explanation** A message was not received from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

**Explanation** A port related message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CT3-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

**Explanation** A message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Failed to send msg %s to bay %d firmware

**Explanation** Specified message was not sent to CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

**Explanation** Unexpected message from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of 'show tech-support' command immediately, and report it to your technical support representative.

**Error Message** %CT3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (Mueslix)

**Explanation** Failed to detect the hdlc controller on the CT3.

**Recommended Action** Replace the CT3 port adaptor.

**Error Message** %CT3-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x (PLX9060)

**Explanation** The PLX 9060 was not detected on the CT3.

**Recommended Action** Replace the CT3 port adaptor.

## CTRC-3

**Error Message** %CTRC-3-UNAVAILABLE: %s

**Explanation** An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

**Recommended Action** This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show**

**logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message** %CTRC-3-UNAVAILABLE: No buffers available to %s

**Explanation** CTRC attempted to allocate a buffer while performing the operation described in the message text. A buffer pool does not contain enough items to satisfy the allocation request.

**Recommended Action** This problem most commonly occurs whenever a public buffer pool runs out of elements. Determine the which pool has run out of buffers using the show buffers command. Adjust the pool size using the buffers configuration command.

**Error Message** %CTRC-3-UNAVAILABLE: SNASW is not started -- unable to connect to remote database.

**Explanation** A client connected to a ctrc server, but ctrc was unable to connect out to the remote database because SNASW is not started. ctrc uses SNASW to connect to the remote database server. You must start SNASW before ctrc clients attempt to connect.

**Recommended Action** Start SNASW, and retry the client connection.

**Error Message** %CTRC-3-UNAVAILABLE: SNASW was stopped -- existing connections have been closed.

**Explanation** SNASW was stopped while ctrc connections were open. Stopping SNASW caused all open SNA connections to the remote database server to be lost. As a result, all client connections were disconnected. You should not stop SNASW while there are open ctrc connections.

**Recommended Action** Restart SNASW. Disconnected clients must reconnect.

**Error Message** %CTRC-3-UNAVAILABLE: Unexpected APPC error: opcode %04x, primary code %04x, secondary code %08lx

**Explanation** An unexpected APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server. Opcode identifies the APPC API call that received the error. Primary and secondary return codes are returned by the APPC API.

**Recommended Action** This usually indicates a problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show**

**logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

## CTRC-4

**Error Message** %CTRC-4-UNAVAILABLE: %s

**Explanation** An APPC error occurred. ctrc uses APPC API calls to SNASW to communicate with the remote database server.

**Recommended Action** This usually indicates a temporary problem in the SNA network. Try the ctrc ping command to test connectivity to the remote database server. If the ctrc ping fails, check the status of the SNA link to the remote database server with the show snasw link command. If the link is active try stopping and starting the link. If the problem persists, contact your SNA network administrator for help in troubleshooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug ctrc appc command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.



## CONST\_V6 Messages

This section contains IP version 6 (CONST\_V6) messages.

### CONST\_V6-5

**Error Message** %CONST\_V6-5-FIB\_EXCEP\_OFF: Protocol IPv6 recovered from FIB exception

**Explanation** The IPv6 CEF table successfully reloaded to the hardware FIB TCAM. All IPv6 packets will be switched by the hardware.

**Recommended Action** No action is required.

**Error Message** %CONST\_V6-5-FIB\_EXCEP\_ON: Failed to insert an IPv6 prefix in hardware FIB TCAM

**Explanation** The switch failed to insert an IPv6 entry into the hardware FIB TCAM because the total number of software-forwarding entries exceeded the hardware FIB TCAM limit. Some IPv6 packets might be switched by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CONTROLLER Messages

This section contains controller messages.

### CONTROLLER-2

**Error Message** %CONTROLLER-2-UNAVAILABLE: Controller %s, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CONTROLLER-2-UNAVAILABLE: For controller %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CONTROLLER-2-UNAVAILABLE: Interface Processor in slot %d not responding (%x): shutting it down

**Explanation** A controller stopped responding to commands over the cBus, so it was put into shutdown mode.

**Recommended Action** Re-enable the controllers by issuing the no shut configuration command on all controllers on the card, or hotswap out the bad card and install the new one. You must still manually **no shut** the controllers.

## CONTROLLER-5

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, %s

**Explanation** A configurable controller clock changed its state.

**Recommended Action** No action is required.

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, %s

**Explanation** A configurable controller loopback status.

**Recommended Action** No action is required.

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, changed state to %s

**Explanation** A configurable controller changed its state.

**Recommended Action** No action is required.

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, changed state to %s due to %s

**Explanation** A configurable controller changed its state.

**Recommended Action** No action is required.

**Error Message** %CONTROLLER-5-UNAVAILABLE: Controller %s, remote loop %s %s

**Explanation** A configurable controller entered remote loopback.

**Recommended Action** No action is required.

**Error Message** %CONTROLLER-5-UNAVAILABLE: Insufficient HDLC resources to enable channel %d

**Explanation** Limited number of HDLC channels can be allocated for this trunk

**Recommended Action** Please check the number of HDLC resources supported for this trunk card. Please contact your technical support representative

# COPTMONMIB Messages

This section contains Cisco Optical Monitoring MIB (COPTMINMIB) messages.

## COPTMONMIB-3

**Error Message** %COPTMONMIB-3-UNAVAILABLE: An entry is already present for the registering interface with ifIndex %d

**Explanation** An entry in the OPTICAL MONITORING MIB is already existing for the registering interface

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %COPTMONMIB-3-UNAVAILABLE: Registering of the interface with ifIndex %d to local data structure failed

**Explanation** An attempt to make an entry for the registering interface failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## Cougar Messages

This section contains Cougar line card messages.

**Error Message** %COUGAR\_EHSA-3-NCLK\_FUNCVER\_MISMATCH: Mismatch in the Network Clock Module Functional Version number. The Functional Version of the Network clock module in the Primary = [dec].[dec]

**Explanation** This may lead to loss of Network Clocking functionality if and when a CPU switchover occurs. The system is now running CONDITIONALLY REDUNDANT - subject to the above mentioned restriction

**Error Message** No action required.%COUGAR\_EHSA-3-TWO\_PRIM\_DETECT: Other RP has declared PRIMARY, two primaries active in chassis. This RP will now crash to avoid this condition.

**Explanation** N/A

**Recommended Action** No action required.

## CPU\_INTF\_FPGA Messages

This section contains CPU interface field programmable gate array (FPGA) messages.

### CPU\_INTF\_FPGA-2

**Error Message** %CPU\_INTF\_FPGA-2-DEV\_INIT\_FAILURE: The CPU Interface FPGA initialization failed due to [chars]

**Explanation** The CPU interface FPGA initialization was not successful due to a hardware problem. This condition will cause packet drops.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_INTF\_FPGA-2-INT: [chars]

**Explanation** A fatal interrupt has occurred and the device has been reinitialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_INTF\_FPGA-2-NULL\_DEV\_OBJECT: The CPU Interface FPGA device object pointer is set to NULL

**Explanation** The memory location of the CPU Interface FPGA device object is invalid. The CPU interface FPGA operation is disabled and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_INTF\_FPGA-3

**Error Message** %CPU\_INTF\_FPGA-3-DEV\_UNPAUSE\_FAIL: Status register is [hex]

**Explanation** An attempt to unpauses traffic from the CPU interface FPGA to the backplane interface ASIC has timed out. This failure may lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CPU\_INTF\_FPGA-3-QUEUE\_ALLOC\_FAILED: Failed to allocate queue in the CPU Interface FPGA for SPA in bay ([dec])

**Explanation** Failed to allocate a queue for the SPA in the given bay. This failure may lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_INTF\_FPGA-4

**Error Message** %CPU\_INTF\_FPGA-4-DEV\_WARN\_INT: [chars]

**Explanation** The CPU interface FPGA received a nonfatal interrupt. This event should not affect the normal operation of the device.

**Recommended Action** No action is required.

## CPU\_INTF\_FPGA-5

**Error Message** %CPU\_INTF\_FPGA-5-PAUSE\_FAIL: FPGA status register is [hex]

**Explanation** An attempt to pause traffic from the CPU interface FPGA to the backplane interface ASIC has timed out. This event may lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CPU\_MONITOR Messages

This section contains CPU monitor (CPU\_MONITOR) messages.

### CPU\_MONITOR-2

**Error Message** %CPU\_MONITOR-2-NOT\_RUNNING: CPU\_MONITOR messages have not been sent for [dec] seconds [[chars] [dec]%/[dec]% ([time-stamp] [dec]%/[dec]%) [[chars] [time-stamp]] [[chars] [time-stamp]] [[chars] [time-stamp]]

**Explanation** CPU monitor messages have not been detected for a significant amount of time. A timeout is likely to occur soon, which will reset the system.

**Recommended Action** No action is required.

**Error Message** %CPU\_MONITOR-2-NOT\_RUNNING\_TB: CPU\_MONITOR traceback: [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** This message provides additional debugging information for the NOT\_RUNNING message. The message displays the traceback of the interrupted functions.

**Recommended Action** No action is required.

### CPU\_MONITOR-3

**Error Message** %CPU\_MONITOR-3-KERNEL\_OPERATION: CPU\_MONITOR kernel operation failed: [chars]

**Explanation** A CPU\_MONITOR kernel operation required to identify suspect threads has failed.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %CPU\_MONITOR-3-PEER\_EXCEPTION: CPU\_MONITOR peer has failed due to exception , resetting [[dec]/[dec]]

**Explanation** The CPU monitor messages failed on the peer processor. The system is no longer operational.

**Recommended Action** No action is required.

**Error Message** %CPU\_MONITOR-3-PEER\_FAILED: CPU\_MONITOR peer process has failed to receive heartbeats, reset by [%d/%d]

**Explanation** The CPU monitor messages have failed on the peer process and the system is no longer operational.

**Recommended Action** No action is required.

**Error Message** %CPU\_MONITOR-3-TIMED\_OUT: CPU\_MONITOR messages have failed, resetting %s [%d/%d]

**Explanation** The CPU monitor messages failed and the system is no longer operational.

**Recommended Action** No action is required.

## CPU\_MONITOR-6

**Error Message** %CPU\_MONITOR-6-NOT\_HEARD: CPU\_MONITOR messages have not been heard for %d seconds [%d/%d]

**Explanation** CPU monitor messages have not been detected for a significant amount of time. [dec] is the number of seconds. A timeout is likely to occur soon, which will reset the system. This error can be caused by a badly seated module or by high traffic in the EOBC channel.

**Recommended Action** Verify that all modules are seated properly in the chassis. Pull out the module mentioned in the message and inspect the backplane and module for bent pins or hardware damage. If the message persists after reseating all the modules, a hardware problem may exist, such as a defective module or chassis.

## CRYPTO Messages

This section contains encryption (CRYPTO) messages.

### CRYPTO-3

**Error Message** %CRYPTO-3-UNAVAILABLE: %s

**Explanation** An IKE initialization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO-3-UNAVAILABLE: Bad %s magic number (%04x).

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO-3-UNAVAILABLE: Crypto Engine id %d is invalid

**Explanation** The packet has its engine\_id set to something otherthan software crypto or hardware crypto.Unable to determine which crypto engine to useThe packet will be default sent to software crypto engine.

**Recommended Action** No action required

**Error Message** %CRYPTO-3-UNAVAILABLE: Crypto engine failed to allocate a connection ID for negotiation from %i to %i

**Explanation** The crypto engine has exhausted all available connection IDs or is otherwise malfunctioning.

**Recommended Action** Decrease the number of concurrent connections or inspect the crypto engine.

**Error Message** %CRYPTO-3-UNAVAILABLE: Crypto policy checksum failure. Crypto access list %s, crypto map %s, interface %s

**Explanation** Crypto policy checksum failure has been detected in this router whose traffic is protected by the crypto policy. This event may be caused by memory corruption occuring in crypto policy data, or the memory area has been illegally modified. It may also be caused by software defects. As a result of this event, the router has been forced to reload.

**Recommended Action** Contact your Cisco support representatives.

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s ADMIN Login FAILED

**Explanation** The cryptographic token has rejected the administrator PIN offered bythe router

**Recommended Action** Issue 'crypto pki token admin-pin' command to enter correct PIN

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s API FAILED, error = %d

**Explanation** The cryptographic token returned an unexpected error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s Administrator PIN Locked due to too many unsuccessful login attempts

**Explanation** The cryptographic token has disabled the Admin PIN due to too many login failures

**Recommended Action** If the user PIN is also locked out, it will be necessary to reinitialize the card. The data on the card will be lost

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s Change PIN FAILED

**Explanation** The cryptographic token has rejected the new PIN offered by the router

**Recommended Action** Be sure you are logged in to the token as admin. Try a longer PIN.

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s Login FAILED

**Explanation** The cryptographic token has rejected the PIN offered by the router

**Recommended Action** Issue 'crypto pki token user-pin' command to enter correct PIN

**Error Message** %CRYPTO-3-UNAVAILABLE: Cryptographic Token %s PIN Locked due to too many unsuccessful login attempts

**Explanation** The cryptographic token has disabled the user PIN due to too many login failures

**Recommended Action** Issue 'crypto pki token admin-pin' command to enter correct ADMINISTRATOR PIN

**Error Message** %CRYPTO-3-UNAVAILABLE: EZVPN(%s): Virtual-access interface creation failed

**Explanation** The virtual-interface feature will not work without a virtual-access interface. The EzVPN configuration is unusable. You can choose to remove virtual-interface configuration from ezvpn as a workaround

**Recommended Action** If this message occurs, contact your technical support representative.

**Error Message** %CRYPTO-3-UNAVAILABLE: Generated RSA key failed self test

**Explanation** An automatic test of the newly generated RSA keypair %s failed. That RSA key was automatically deleted.

**Recommended Action** File a DDTS. As an immediate workaround, attempt to create another pair

**Error Message** %CRYPTO-3-UNAVAILABLE: IKE failed to create IKE peer tree or leaf node.

**Explanation** IKE failed to allocate memory for the IKE peer tree

**Recommended Action** More DRAM may be required in order to run the image.

**Error Message** %CRYPTO-3-UNAVAILABLE: Key %s store on Cryptographic Token %s Failed

**Explanation** An error occurred attempting to write a new keypair out to the cryptographic token

**Recommended Action** Try logging in to the token. If the error persists, try logging in as admin

**Error Message** %CRYPTO-3-UNAVAILABLE: Mtree command %d was blocked from the the mtree process queue.

**Explanation** An attempt was made to enqueue a command to the crypto mtree manager process even though IPsec is currently operating in HAPX mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO-3-UNAVAILABLE: Pak spent too much time in the IKE input queues

**Explanation** An incoming IKE packet spent too much time in the IKE input queues. This can happen when the IKE subsystem is under heavy load, due to a lot of peers trying to setup SAs simultaneously, and IKE is not able to handle all the incoming packets, in a timely manner.

**Recommended Action** It is important to understand why many peers are simultaneously trying to setup SAs at the same time. If possible, try to avoid or minimize such network conditions.

**Error Message** %CRYPTO-3-UNAVAILABLE: Querying key pair failed.

**Explanation** Querying public key/private key using subject name failed

**Recommended Action** Check the subject name in the certificate.

**Error Message** %CRYPTO-3-UNAVAILABLE: Unable to open %s

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration and restart crypto isakmp process

## CRYPTO-4

**Error Message** %CRYPTO-4-UNAVAILABLE: Please recheck your crypto map %s.

**Explanation** Transform set entry removed from crypto-map as it is no longer valid with hardware crypto engine enabled.

**Recommended Action** Create and apply valid transform set to cryptomap

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s is not supported with the current hardware configuration. Global transform %s will be deleted.

**Explanation** System configuration modified. Some ipsec transforms which were earlier valid with software crypto are no longer valid now after switching hardware crypto.

**Recommended Action** Create valid transform sets & update cryptomaps

**Error Message** %CRYPTO-4-UNAVAILABLE: %s

**Explanation** The limit for maximum no of ezvpn tunnels that can be setup on the platform, has reached. Active SAs shall not be terminated, but no additional SAs can be established until the number of existing SAs decreases.

**Error Message** %CRYPTO-4-UNAVAILABLE: %s (ip) dest\_addr= %i, src\_addr= %i, prot= %d (ident) local=%i, remote=%i local\_proxy=%i/%i/%d/%d, remote\_proxy=%i/%i/%d/%d

**Explanation** Decapsulated IPSEC packet not matching negotiated identity The peer is sending other traffic through this SA. It may be due to an SA selection error by the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: %s connection id=%d, sequence number=%lu

**Explanation** Replay processing failed. This may be a temporary condition due to waiting for new SAs to be established. In the inbound case, this may also be due to an actual replay attack. Some might consider this a hostile event.

**Recommended Action** If the problem appears to be more than a transient one, contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: Encryption audit check could not be performed

**Explanation** The audit check verifying encryption entitlement within the IOS image could not be performed due to incomplete system configuration.

**Recommended Action** Manually verify that this IOS image is entitled to contain encryption.

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE active SA count is %lu but SA limit has been set to %lu.

**Explanation** The IKE SA limit that was set is less than the number of active IKE SA. Active SA will not be terminated but no additional IKE SAs can be established unless the limit is increased or the number of active SAs decreases.

**Recommended Action** Increase the IKE SA limit if necessary to establish connectivity

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE denied an %s SA request from %s to %s due to %s

**Explanation** Call Admission Control is configured globally or at the IKE level on this device. Consequently an IKE SA request was denied do to the reason described in the error message.

**Recommended Action** Depending on the reason that the request was denied, either reduce the load on the system so that it can handle new IKE SA requests, or increase the maximum allowed IKE sessions if more are needed.

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE in-negotiation SA count currently is %lu but new limit has been set to %lu.

**Explanation** The IKE in-negotiation SA limit that was set is less than the current number of in-negotiation IKE SA. As a result of this, no more new IKE SAs can be created. However, those already in negotiation are allowed to finish.

**Recommended Action** Increase the IKE SA limit if necessary to establish connectivity

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE message from %s failed its sanity check or is malformed

**Explanation** A quick sanity check is done on all received ISAKMP messages to verify that all component payload types are valid, and that the sum of their individual lengths equals the total length of the received message. This message failed the sanity check. Persistently bad messages could be a denial of service attack or bad decryption.

**Recommended Action** Contact the remote peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: IKE message from %s has no SA and is not an initialization offer

**Explanation** IKE maintains state for a communication in the form of security associations. No security association exists for this packet and it is not an initial offer from the peer to establish one. This situation could denote a denial of service attack.

**Recommended Action** Contact the remote peer and/or his administrator

**Error Message** %CRYPTO-4-UNAVAILABLE: INV SPI RECOV LIMIT %d maxed %s %s %s

**Explanation** INVALID SPI RECOVERY SAs maximum limit has been reached.

**Recommended Action** Possibly the local box reloaded.

**Error Message** %CRYPTO-4-UNAVAILABLE: IPSEC Accounting was unable to send start record

**Explanation** The AAA subsystem was unable to send the accounting start on behalf of IPsec. This could be due to the AAA Server being unreachable.

**Recommended Action** Ensure that the AAA server is reachable and enabled for accounting.

**Error Message** %CRYPTO-4-UNAVAILABLE: IPSEC Accounting was unable to send stop record

**Explanation** The AAA subsystem was unable to send the accounting stop on behalf of IPsec. This could be due to the AAA Server being unreachable.

**Recommended Action** Ensure that the AAA server is reachable and enabled for accounting.

**Error Message** %CRYPTO-4-UNAVAILABLE: ISAKMP message from %s larger (%ld) than the UDP packet length (%ld)

**Explanation** ISAKMP messages are carried in UDP packets. They have their own message length field. The message length field of this message was greater than the length of the UDP packet! This situation could denote a denial of service attack.

**Recommended Action** Contact the remote peer and/or his administrator

**Error Message** %CRYPTO-4-UNAVAILABLE: ISAKMP policy rsa-encr not supported by crypto HW accelerator %s

**Explanation** rsa-encr is not supported by Hifn based crypto HW accelerators

**Recommended Action** Use ISAKMP policy rsa-sig

**Error Message** %CRYPTO-4-UNAVAILABLE: Invalid encryption method for IKE policy %u

**Explanation** Configured encryption method is not supported

**Recommended Action** Use any of the valid encryption methods for the ISAKMP policy

**Error Message** %CRYPTO-4-UNAVAILABLE: RSA keypairs for token %s and associated IPSEC sessions will be deactivated in %d seconds

**Explanation** Router RSA keypairs and associated IPSEC sessions will be deactivated when the timeout expires

**Recommended Action** Re-insert the crypto token before the timeout expires

**Error Message** %CRYPTO-4-UNAVAILABLE: RSA keypairs from token %s and associated IPSEC sessions being deactivated now

**Explanation** Router RSA keypairs and associated IPSEC sessions are being deactivated because the token containing them was removed

**Recommended Action** Re-insert the crypto token

**Error Message** %CRYPTO-4-UNAVAILABLE: Rec'd packet has invalid udp wrapper protocol. cryptoflags = %x, sa-udp\_wrapper\_support = %d, transform = %x

**Explanation** Rec'd packet either udp encapsulated, but is not correct negotiation transform. Or it expected an udp encapsulated packet, but it received a non-udp packet. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: Rec'd packet not an IPSEC packet. (ip)  
vrf/dest\_addr= %s/%i, src\_addr= %i, prot= %d

**Explanation** Rec'd packet matched crypto map ACL, but is not IPSEC-encapsulated. IPSEC Peer is sending unencapsulated packets. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: Security warning: crypto ipsec optional is configured

**Explanation** Currently, the router has the CRYPTO IPSEC OPTIONAL ENABLE setting, which allows data which normally would be encrypted to be sent in the clear.

**Recommended Action** If you did not intend to configure the crypto optional setting, you should reconfigure the box to turn it off

**Error Message** %CRYPTO-4-UNAVAILABLE: Sum of priority class bandwidth exceeds crypto engine's throughput for small packets (crypto b/w=%u kbps, allocated b/w=%u kbps). Some priority traffic may be dropped.

**Explanation** The crypto engine may be oversubscribed by priorityclass traffic. This happens when the user tries to provision more priority class bandwidth than what the crypto engine can handle. If each class is sending at its max rate, some priority packets may be dropped

**Recommended Action** Reduce the priority class bandwidth or reduce the number of priority classes in the policy-map

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s not usable with IKE because of IPsec transform %s

**Explanation** Configured encryption algorithm not uable with IKE with current hardware configuration

**Recommended Action** If you need to negotiate this with IKE, specify a valid encryption algorithm for the ipsec transform

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s not valid under IPsec transform %s

**Explanation** Configured encryption algorithm not supported

**Recommended Action** Specify a valid encryption algorithm for the ipsec transform

**Error Message** %CRYPTO-4-UNAVAILABLE: Transform %s will run with reduced performance because of IPsec transform %s

**Explanation** Configured encryption algorithm will not run on the hardware encryption card. The transform is still usable, but will run with reduced performance.

**Recommended Action** If you need to use the full performance of the encryption card, specify another encryption algorithm for the ipsec transform

**Error Message** %CRYPTO-4-UNAVAILABLE: Unencrypted traffic %s %i because crypto optional is configured

**Explanation** Cleartext traffic is passing through an interface that is configured for encryption. This traffic is accepted because the router has the CRYPTO IPSEC OPTIONAL ENABLE setting, which allows such traffic.

**Recommended Action** If you did not intend to configure the crypto optional setting, you should reconfigure the box to turn it off

**Error Message** %CRYPTO-4-UNAVAILABLE: decaps: rec'd IPSEC packet has invalid spi for destaddr=%s, prot=%d, spi=0x%x(%u), srcaddr=%s

**Explanation** Rec'd IPSEC packet specifies SPI that doesn't exist in SADB. This may be a temporary condition due to slight differences in aging of SAs between the IPSEC peers, or it may be because the local SAs have been cleared. It may also be because of bogus packets sent by the IPSEC peer. Some might consider this a hostile event.

**Recommended Action** If the local SAs have been cleared, the peer may not know this. In this case, if a new connection is established from the local router, the two peers may reestablish successfully. Otherwise if the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: decapsulate: packet has bad %s length destadr=%i, prot=%d, len=%d

**Explanation** Rec'd IPSEC packet is malformed: possibly encapsulation error? The peer is sending malformed packets. It may be due to a decryption error. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: decapsulate: packet missing %s, destadr=%i, actual prot=%d

**Explanation** Rec'd IPSEC packet missing an expected AH or ESP header The peer is sending packets that don't match the negotiated security policy. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: decrypt: mac verify failed for connection id=%d

**Explanation** MAC verify processing failed. This may be due to the use of the wrong key by either party during the MAC calculations. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: encrypted connection attempted with a peer without the configured certificate attributes

**Explanation** An encrypting peer attempted to establish an IPSec session with an interface which it was not authorized for. Some might consider this a hostile event.

**Recommended Action** Check if the peer should be authorized to connect with the IPSec connection. If he should be allowed, it may be a configuration issue. Otherwise, you should contact the peer's administrator.

**Error Message** %CRYPTO-4-UNAVAILABLE: ipsec check access: identity not allowed by ACL (ip) dest\_addr= %i, src\_addr= %i, prot= %d

**Explanation** After all is said and done, the decaps packet fails the ACL check The peer is sending other traffic through this SA. It may be due to an SA selection error by the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %CRYPTO-4-UNAVAILABLE: pcp: %d byte packet failed to decompresspcp: dest\_addr=%i, src\_addr=%i

**Explanation** The received IPPCP packet failed to decompress. This may be due to a decompression buffer error.

**Error Message** %CRYPTO-4-UNAVAILABLE: pcp: wrong CPI, %x, in packet from %i

**Explanation** The receive IPPCP packet had an improper CPI. This may be due to use of an old IPPCP security association.

## CRYPTO-5

## CRYPTO-5

**Error Message** %CRYPTO-5-UNAVAILABLE: Certificate received from %s is bad: %s

**Explanation** The certificate given by remote peer has either been revoked or expired (certificate invalid) or the signature check on the certificate failed (bad signature)

**Recommended Action** Contact the CA of the remote peer. Possibly bad CA certificate.

**Error Message** %CRYPTO-5-UNAVAILABLE: Crypto tunnel is %s. Peer %s:%d %s %s %s %s %s %s %s %s

**Explanation** This is a notification message for IPSEC tunnel status

**Recommended Action** No action is required

**Error Message** %CRYPTO-5-UNAVAILABLE: IKE sa's if any, for vip %i will change from %s to %s

**Explanation** This is a notification message for crypto ike sa's changing their HA status

**Recommended Action** No action is required

**Error Message** %CRYPTO-5-UNAVAILABLE: IPsec sa's if any, for vip %i will change from %s to %s

**Explanation** This is a notification message for crypto ipsec sa's changing their HA status

**Recommended Action** No action is required

**Error Message** %CRYPTO-5-UNAVAILABLE: Start registration for group %s using address %s

**Explanation** Start registration for one group

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO-5-UNAVAILABLE: Unable to initiate or respond to Aggressive Mode while disabled

**Explanation** The router is configured not to accept or respond to ISAKMP aggressive mode with any peer

**Recommended Action** If you did not intend to disable aggressive-mode then remove the command

## CRYPTO-6

**Error Message** %CRYPTO-6-UNAVAILABLE: %s

**Explanation** Ezvpn connection is being closed. The IPsec and IKE security associations will also be brought down along with it.

**Error Message** %CRYPTO-6-UNAVAILABLE: %s

**Explanation** Ezvpn connection is up for the client mentioned. Both IPsec and IKE security Associations are up now.

**Error Message** %CRYPTO-6-UNAVAILABLE: %s

**Explanation** VPN tunnel status.

**Error Message** %CRYPTO-6-UNAVAILABLE: %s caused early termination of show output%s

**Explanation** While showing a list, the list was changed or elements changed. This can happen if SA's are re-negotiated at the time the show-command was paused, or if someone reconfigured or cleared SA's, amongst other things. This is not an error, but a side-effect of a dynamic system.

**Recommended Action** In general, this is merely a warning, that the output from the show command is most likely incomplete. Re-running the show-command should provide the newest information. On a busy system, with ever-changing SA's, this may appear frequently.

**Error Message** %CRYPTO-6-UNAVAILABLE: A pseudo-random number was generated twice in succession

**Explanation** A pseudo-random number generator produced the same number twice in succession.

**Recommended Action** Under normal circumstances a pseudo-random number generator will occasionally produce the same number twice in succession and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CRYPTO-6-UNAVAILABLE: Authentication method %d failed with host %s

**Explanation** The IKE process was unable to authenticate its securityAssociation with its remote peer.

**Recommended Action** Contact the remote peer's administrator.

**Error Message** %CRYPTO-6-UNAVAILABLE: CET connection msg in an IPSEC\_ONLY\_IMAGE

**Explanation** CET has been End-of-lifed in IOS release 12.2(1)

**Error Message** %CRYPTO-6-UNAVAILABLE: Cannot accept Quick Mode exchange from %s if SA is not authenticated!

**Explanation** The IKE security association with the remote peer was not authenticated yet the peer attempted to begin a Quick Mode exchange. This exchange must only be done with an authenticated security association

**Recommended Action** Contact remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: Certificate for peer at %s prohibits attempted use (%s).

**Explanation** X.509v3 certificates can contain usage restrictions. These can restrict use of the certificate only for signatures or only for key exchange (encryption). The peer attempted to use his certificate in a manner which violated these restrictions.

**Recommended Action** Contact the remote peer, and the remote peer's CA

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s ADMIN Login Successful

**Explanation** The cryptographic token has accepted the administrator PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s ADMIN PIN change Successful

**Explanation** The cryptographic token has accepted the new administrator PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s Login Successful

**Explanation** The cryptographic token has accepted the PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s Logout Successful

**Explanation** The router has logged out from the cryptographic token

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s PIN change Successful

**Explanation** The cryptographic token has accepted the new PIN offered by the router

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic Token %s re-inserted. removal timeout cancelled

**Explanation** A cryptographic token containing private keyfiles has been re-inserted in time. Router RSA keypairs and associated IPSEC sessions will be NOT be deactivated

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic token %s inserted in %s

**Explanation** A cryptographic token has been detected

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Cryptographic token %s removed from %s

**Explanation** A cryptographic token has been detected

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: DOI of %d in notify message from %s

**Explanation** The DOI field in notify messages give the receiver a context in which to understand the message being notified. This DOI value is not understood and the message therefore cannot be understood.

**Recommended Action** If this situation persists contact the remote peer.

**Error Message** %CRYPTO-6-UNAVAILABLE: DOI value %d from SA offer from %s is invalid

**Explanation** The DOI field of an SA offer defines how to parse the fields. SAs with an unknown DOI cannot be parsed

**Recommended Action** If this situation persists contact the remote peer's administrator

**Error Message** %CRYPTO-6-UNAVAILABLE: Generated new %d bit key pair

**Explanation** Auto-Enroll has generated a new router key pair

**Recommended Action** No action required. Informational message

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate DN with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the distinguished name of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate addr with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the IP address of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate fqdn with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the fqdn of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: ID of %s (type %d) and certificate user fqdn with %s

**Explanation** ISAKMP entities assume an identity to inform the peer of who or what they are. The claimed identity did not match the information gleaned from the user fqdn of the peer's certificate.

**Recommended Action** Contact the remote peer if this situation persists

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE (connection id %d) unable to %s packet

**Explanation** Encryption or decryption on a particular IKE thread failed.

**Recommended Action** Contact remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE SA manually deleted. Do 'clear crypto sa peer %s' to manually clear IPsec SA's covered by this IKE SA.

**Explanation** The IKE SA was deleted by user command. However, keepalives this connection are enabled, and IPsec SA's covered by this IKE SA still exist. Since this IKE SA is now deleted, these IPsec SA's have no IKE SA covering them. The recommended action is to manually delete this IPsec SA's.

**Recommended Action** Use parser command clear crypto sa to clear IPsec SA's.

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE packet from %s was not encrypted and it should've been.

**Explanation** A portion of the IKE exchange takes place in the clear and a portion is encrypted. This message should have been encrypted but was not.

**Recommended Action** Contact remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: IKE peer at %s sent a message with unknown exchange %d

**Explanation** IKE performs actions on messages based on defined exchanges. The message received had an unknown exchange.

**Recommended Action** Contact the remote peer's administrator

**Error Message** %CRYPTO-6-UNAVAILABLE: ISAKMP is %s

**Explanation** The ISAKMP process has been switched on or off either by CLI or because no crypto map or EzVPN configuration is applied to any interface.

**Recommended Action** No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Key %s stored on Cryptographic Token %s Successfully

**Explanation** A new keypair has been written out to the cryptographic token

**Recommended Action** Informational message only. No action required.

**Error Message** %CRYPTO-6-UNAVAILABLE: Processing of %s mode failed with peer at %s

**Explanation** Negotiation with the remote peer failed.

**Recommended Action** If this situation persists contact the remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: Pseudo-random number generator seed and seed key was identical

**Explanation** The X9.17 random number specification requires us to check for the same value appearing as the seed and the seed key. This message indicates that the condition was discovered.

**Recommended Action** The X9.17 random number will occasionally produce this condition, and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %CRYPTO-6-UNAVAILABLE: Received TED reply that did not correspond to a TED probe

**Explanation** Rec'd TED reply that does not match a TED probe we currently have outstanding. This may be a one time occurrence due to the TED reply being delayed. It may also be because of ill-formed packets sent by the peer. Some might consider this a hostile event.

**Recommended Action** If the problem occurs more than once, contact the peer's administrator.

**Error Message** %CRYPTO-6-UNAVAILABLE: Remote peer %s responded with attribute %s not offered or changed

**Explanation** IKE peers negotiate policy by the initiator offering a list of possible, alternate, protection suites. The responder responded with one that the initiator did not offer

**Recommended Action** Contact the remote peer

**Error Message** %CRYPTO-6-UNAVAILABLE: Unable to add public key for %s (%15i) to key ring

**Explanation** Keys are stored in keyrings on the router. An attempt to add another key to the ring failed.

**Recommended Action** Check local key rings. This is probably due to other failures.

## CRYPTO\_HA Messages

This section contains crypto high availability messages.

### CRYPTO\_HA-3

**Error Message** %CRYPTO\_HA-3-IKEADENTRYFAIL: (VIP=[IP\_address]) ISAKMP SA entry insertion on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to insert an SA entry transferred from the active device has failed. The SA database is no longer synchronized with that on the active device.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table.

**Error Message** %CRYPTO\_HA-3-IKEDELENTYFAIL: (VIP=[IP\_address]) ISAKMP SA entry deletion on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to delete an SA entry that was removed on the active device has failed. The SA database is no longer synchronized with that on the active device.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table.

**Error Message** %CRYPTO\_HA-3-IKEINSERTKEYFAIL: (VIP=[IP\_address]) ISAKMP SA entry key insertion on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to insert keys for a new SA entry on the standby device has failed. The standby device will not receive this entry.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table from the standby device.

**Error Message** %CRYPTO\_HA-3-IKEQUERYKEYFAIL: (VIP=[IP\_address]) ISAKMP SA entry key query on active device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to query an SA entry for key information to send to the standby device has failed. The standby device will not receive this entry.

**Recommended Action** Initiate a manual resynchronization of the ISAKMP SA table from the standby device.

**Error Message** %CRYPTO\_HA-3-IPSECADDENTRYFAIL: (VIP=[IP\_address]) IPSEC SA entry insertion on standby device failed

**Explanation** An attempt to insert an SA entry transferred from the active device has failed. The SA database is no longer synchronized with the database on the active device.

**Recommended Action** Initiate a manual resynchronization of the IPsec SA table.

**Error Message** %CRYPTO\_HA-3-IPSECDELENTRYFAIL: (VIP=[IP\_address]) IPSEC SA entry deletion on standby device failed

**Explanation** An attempt to delete an SA entry that was removed on the active device has failed. The SA database is no longer synchronized with the database on the active device.

**Recommended Action** Initiate a manual resynchronization of the IPsec SA table.

## CRYPTO\_HA-6

**Error Message** %CRYPTO\_HA-6-IKEDOWN: (VIP=[IP\_address]) Disabling High Availability functionality for the ISAKMP failover group.

**Explanation** This is a normal notification message when HA is unconfigured for this failover group, or a tracked interface is shut down. However, it may also be a result of a failure.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the redundancy protocol (HSRP, for example) that may have led to the Down state notification to the high availability framework.

**Error Message** %CRYPTO\_HA-6-IKEFAILOVER: (VIP=[IP\_address])Taking over as the new Active device for the ISAKMP failover group.

**Explanation** This is a normal notification message when an active device is first elected. Alternatively, it is triggered when a failover occurs within the high availability group. In that case, the formerly active device within the ISAKMP failover group has gone down and this device is taking over as the new active device for the group.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the previous active device to troubleshoot the reason for failure and take appropriate action.

**Error Message** %CRYPTO\_HA-6-IKEHAINFINITEMSGLOOP: (VIP=[IP\_address])Dropping remainder of this HA IKE SSP message because of suspected infinite message loop.

**Explanation** HA IKE SSP message processing seems to be looping on this message. The processing of this message will be dropped to prevent an infinite loop.

**Recommended Action** Turning on detailed IKE HA debugs on both HA pairs can help determine what message may be causing this problem.

**Error Message** %CRYPTO\_HA-6-IKEHANOTENABLE: IKE HA is not enabled.

**Explanation** IKE HA received a state notification or an SSP message for a VIP that does not have HA enabled.

**Recommended Action** Verify that IKE stateful failover is configured for the interface with this VIP.

**Error Message** %CRYPTO\_HA-6-IKEHASYNCCOMPLETE: (VIP=[IP\_address])IKE HA state synchronization with Active device complete.

**Explanation** This is a normal notification message after the standby has received either REPLY\_ENTRY or DELETE\_ENTRY messages for all requests during synchronization.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IKESTANDBY: (VIP=[IP\_address])Setting up as a Standby device for the ISAKMP failover group.

**Explanation** This is a normal notification message after a standby device comes up.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IKEUPDATEENTRYFAIL: (VIP=[IP\_address]) ISAKMP SA entry update on standby device failed for src=[IP\_address], dst=[IP\_address]

**Explanation** An attempt to update an SA entry as specified by the active device has failed. The SA entry will be missing the latest packet level update until another update entry is sent by the active device.

**Recommended Action** Normally, a subsequent update entry message will self-correct the problem. Manual resynchronization of the ISAKMP SA table by the standby device may be necessary if this message appears repeatedly.

**Error Message** %CRYPTO\_HA-6-IPSECDOWN: (VIP=[IP\_address]) Disabling High Availability functionality for the IPSEC failover group.

**Explanation** This is a normal notification message when HA is unconfigured for this failover group, or a tracked interface is shut down. However, it may also be a result of a failure.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the redundancy protocol (HSRP, for example) that may have led to the Down state notification to the high availability framework.

**Error Message** %CRYPTO\_HA-6-IPSECFAILOVER: (VIP=[IP\_address]) Taking over as the new Active device for the IPSEC failover group.

**Explanation** This is a normal message when a device first becomes active, or when failover occurs within the high availability group. In the failover case, the former active device within the IPsec failover group has gone down and this device is taking over as the new active device for the group.

**Recommended Action** If the failover was initiated deliberately (for example, by shutting down a tracked interface), then no action is required. Otherwise, investigate the status of the previous active device to troubleshoot the reason for failure and take appropriate action.

**Error Message** %CRYPTO\_HA-6-IPSECHAMAXINSERTERRORS: IPsec HA has failed inserting SAs for the last [int] seconds, the box is either out of resources or has suffered a hardware failure

**Explanation** The device is normally out of resources for short periods of time, and retries will automatically occur. In this case, however, the retries have not succeeded and have stopped. Action is required from the administrator.

**Recommended Action** Verify that both devices in the HA pair are identical and that the hardware is working properly.

**Error Message** %CRYPTO\_HA-6-IPSECHANOTENABLE: (VIP=[IP\_address]) IPSEC HA is not enabled.

**Explanation** IPsec HA received a state notification or an SSP message for a VIP that does not have HA enabled.

**Recommended Action** Verify that IPsec stateful failover is configured for the interface with this VIP.

**Error Message** %CRYPTO\_HA-6-IPSECHASYNCCOMPLETE: (VIP=[IP\_address])IPSEC HA state synchronization with Active device complete.

**Explanation** This is a normal notification message after the standby has received either a REPLY\_ENTRY or a DELETE\_ENTRY message for all requests during synchronization.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IPSECSTANDBY: (VIP=[IP\_address])Setting up as a Standby device for the IPSEC failover group.

**Explanation** This is a normal notification message when a standby device comes up.

**Recommended Action** No action is required.

**Error Message** %CRYPTO\_HA-6-IPSECUPDATEENTRYFAIL: (VIP=[IP\_address])IPSEC SA entry update on standby device failed

**Explanation** An attempt to update an IPsec SA entry as specified by the active device failed. The SA entry will be missing the latest packet level update, until another update entry is sent by the active device.

**Recommended Action** Normally, a subsequent update entry message will self-correct the problem. Manual resynchronization of the IPsec SA table by the standby device may be necessary, if this message appears repeatedly.

## CRYPTO\_HA\_IKE Messages

This section contains encryption (CRYPTO) high availability (HA) IKE messages.

### CRYPTO\_HA\_IKE-3

**Error Message** %CRYPTO\_HA\_IKE-3-FAILOVER\_ERROR: Attempt to failover IKE SA ([IP\_address]:[IP\_address]) failed due to [chars]. No stateful failover available for this SA.

**Explanation** The HA active device attempted to checkpoint the state of an IKE SA to the standby device, but the standby device was unable to create the standby IKE SA.

**Recommended Action** Search for other error messages at WARNING log level or turn on debugging messages to find the specific cause of the failure.

## CRYPTO\_HA\_IKE-4

**Error Message** %CRYPTO\_HA\_IKE-4-CRYPTO\_HA\_NOT\_SUPPORTED\_BY\_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

**Explanation** Crypto hardware is enabled, but the hardware does not support HA operations such as insertion and extraction of keys.

**Recommended Action** Replace the crypto module with one that supports HA operations, or disable the hardware and use the software crypto engine.

## CRYPTO\_HA\_IPSEC Messages

This section contains encryption (CRYPTO) high availability (HA) IPsec messages.

### CRYPTO\_HA\_IPSEC-3

**Error Message** CRYPTO\_HA\_IPSEC-3-FAILOVER\_ERROR: Attempt to failover IPsec SA ([IP\_address]:[IP\_address]) failed due to [chars]. No stateful failover available for this SA.

**Explanation** The HA active device attempted to checkpoint the state of an IKE SA to the standby device, but the standby device was unable to create the standby IKE SA.

**Recommended Action** Search for other error messages at log level WARNING or turn on debugging messages to find the specific cause of the failure.

**Error Message** CRYPTO\_HA\_IPSEC-3-HA\_IPSEC\_UPDATE\_PROC\_FAIL: Start of HA IPsec update process failed

**Explanation** The IPsec HA process failed to start. Updates will not be sent from the active device to the standby device.

**Recommended Action** The module may need to be rebooted if this is a part of an IPsec HA setup.

### CRYPTO\_HA\_IPSEC-4

**Error Message** CRYPTO\_HA\_IPSEC-4-CRYPTO\_HA\_NOT\_SUPPORTED\_BY\_HW: Crypto hardware is enabled and it does not support HA operation '[chars]'

**Explanation** Crypto Hardware is enabled, but the hardware does not support HA operations such as insertion and extraction of keys.

**Recommended Action** Replace the crypto module with one that supports HA operations, or disable the hardware and use the software crypto engine.

## CRYPTO\_RSA\_ISSU Messages

This section contains encryption (CRYPTO) RSA in-service software upgrade (ISSU) messages.

### CRYPTO\_RSA\_ISSU-3

**Error Message** %CRYPTO\_RSA\_ISSU-3-GET\_BUFFER: Crypto RSA ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The crypto RSA ISSU client was unable to obtain a buffer for building a negotiation message. As a result, the client cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-INIT: Crypto RSA ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The crypto RSA ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-INVALID\_SESSION: Crypto RSA ISSU client does not have a valid registered session.

**Explanation** The crypto RSA ISSU client does not have a valid registered session. This condition will prevent the standby unit from coming up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-MSG\_NOT\_OK: Crypto RSA ISSU client message type %d is not compatible

**Explanation** The crypto RSA ISSU client received an incompatible message from the peer unit. Because the message is not compatible, it cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-MSG\_SIZE: Crypto RSA ISSU client failed to get the MTU for message type %d. Error: %d (%s)

**Explanation** The crypto RSA ISSU client was unable to calculate the MTU for the message specified. The 802.1X ISSU client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-SEND\_NEGO\_FAILED: Crypto RSA ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The crypto RSA ISSU client failed to send a session negotiation message to the peer. This condition will prevent the standby unit from coming up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-SESSION\_NEGO: Crypto RSA ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The crypto RSA ISSU client encountered an unexpected 'client negotiation done'. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-SESSION\_REGISTRY: Crypto RSA ISSU client failed to register session information. Error: %d (%s)

**Explanation** The crypto RSA ISSU client failed to register session information. This condition will prevent the standby unit from coming up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-SESSION\_UNREGISTRY: Crypto RSA ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The crypto RSA ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %CRYPTO\_RSA\_ISSU-3-TRANSFORM\_FAIL: Crypto RSA ISSU client %s transform failed for message type %d. Error: %d (%s)

**Explanation** The crypto RSA ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the crypto RSA state will not match with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

# CSG Messages

This section contains Content Services Gateway (CSG) messages.

## CSG-3

**Error Message** %CSG-3-ERROR: Module [dec]: [chars]

**Explanation** An error occurred in a CSG module.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CSG-3-RELOADNOTOK: CSG ACCOUNTING [chars] reload on module [dec] failed.

**Explanation** This informational message appears whenever a CSG configuration is reloaded as a result of power cycling a CSG card.

**Recommended Action** This is an informational message only. No action is required.

## CSG-4

**Error Message** %CSG-4-WARNING: Module [dec]: [chars]

**Explanation** An undesired event has occurred in a CSG module.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CSG-6

**Error Message** %CSG-6-LIRELOADOK: CSG LI reload on module [dec] successful

**Explanation** The CSG lawful intercept (LI) configuration was reloaded because of the power cycling of a CSG module.

**Recommended Action** No action is required.

**Error Message** %CSG-6-RELOADOK: CSG ACCOUNTING [chars] reload on module [dec] successful

**Explanation** This informational message appears whenever a CSG configuration is reloaded as a result of power cycling a CSG card.

**Recommended Action** This is an informational message only. No action is required.

## CSM\_SLB Messages

This section contains Content Switching Module (CSM) server load balancing (SLB) messages.

### CSM\_SLB-4

**Error Message** %CSM\_SLB-4-ENV\_VARIABLE: Module %d warning: %s %s

**Explanation** There is a mismatch between the configuration and the specified environment variable.

**Recommended Action** Check the documentation for any caveats regarding the use of the specified environment variable.

## CT3 Messages

This section contains CT3 shared port adapter messages.

**Error Message** %CT3-3-CT3NOACC: [chars] - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CT3-3-MBOXRECV: Failed to receive reply [dec] from bay [dec] firmware

**Explanation** A message was not received from CT3 firmware.

**Recommended Action** Copy the error message exactly as it appears, collect the output of the **show tech-support** command immediately, and report it to your technical support representative. If possible, try to do an OIR (Online Insertion and Removal). Please refer to the Cisco documentation for information on 'Online Insertion and Removal' for your platform

**Error Message** %CARRIER-2-TOOMANY\_CT3: Too many CT3 DFC cards, do not power up invalid card in slot [dec]

**Explanation** The user has put too many CT3 DFC cards in the chassis.

**Recommended Action** Remove the extra CT3 DFC card, or 8PRI DFC card causing the problem.

## CTS Messages

This section contains Cisco TrustSec (CTS) messages.

### CTS-0

**Error Message** %CTS-0-AUTHZ\_OUT\_OF\_MEM: %s failed to create %s due to insufficient memory

**Explanation** A Cisco TrustSec (CTS) process failed due to insufficient system memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-0-CTS\_EMERG: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-0-IFC\_OUT\_OF\_MEM: %s failed to create %s due to insufficient memory

**Explanation** A Cisco TrustSec (CTS) process failed due to insufficient system memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CTS-1

**Error Message** %CTS-1-CTS\_ALERT: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CTS-2

**Error Message** %CTS-2-CTS\_CRIT: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CTS-3

**Error Message** %CTS-3-AUTHZ\_ADD\_DATA\_FAILED: %s failed to add %s to %s

**Explanation** An error occurred while the Cisco TrustSec (CTS) authorization attempted to build its database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_DATA\_CREATE\_FAILED: %s failed to create %s

**Explanation** Cisco TrustSec (CTS) authorization was unable to create an internal data structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_DATA\_EXCEEDS\_LIMIT: %s encountered %s(%d) exceeds max (%d)

**Explanation** Cisco TrustSec (CTS) authorization data exceeded the maximum allowed limit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_DATA\_FAILED: %s failed to obtain %s

**Explanation** Cisco TrustSec (CTS) authorization was unable to get or create a data structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_DATA\_NULL: %s encounters NULL %s

**Explanation** Cisco TrustSec (CTS) authorization encountered an unexpected NULL pointer or data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_DATA\_UNINIT: %s appears uninitialized

**Explanation** Cisco TrustSec (CTS) authorization unexpectedly encountered uninitialized data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_FAILED\_SYNC\_RCV: Standby failed receive sync msg(%s)

**Explanation** An error occurred while the standby unit was receiving synchronization data from the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_GENERIC\_FAILURE: %s %s

**Explanation** Cisco TrustSec (CTS) authorization encountered an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_INSTALL\_FAILED: %s failed to install %s %s

**Explanation** An error occurred while Cisco TrustSec (CTS) authorization attempted to build its database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_INVALID\_DATA: %s encountered invalid %s

**Explanation** Cisco TrustSec (CTS) authorization encountered an invalid data type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_NOT\_SUPPORTED: %s encountered %s not unsupported

**Explanation** Cisco TrustSec (CTS) authorization encountered an unsupported data type or feature, possibly due to incompatibility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_POLICY\_FALLBACK\_FAILED: Failed to %s Fallback policy for %s

**Explanation** Cisco TrustSec (CTS) was unable to install a fallback authorization policy.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_POLICY\_INGRESS\_FAILED: Failed to %s Ingress policy for %s

**Explanation** Cisco TrustSec (CTS) was unable to acquire or install an ingress policy from the access control server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_POLICY\_INTERNAL\_FAILED: Failed to acquire/install policy for %s due to internal error

**Explanation** Cisco TrustSec (CTS) was unable to acquire or install a policy due to an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_POLICY\_PEER\_DOWNLOAD\_FAILED: Failed to download peer policy for %s

**Explanation** Cisco TrustSec (CTS) was unable to acquire a peer policy from the access control server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_POLICY\_RBACL\_FAILED: Failed to %s RBACL %s for SGT=%d

**Explanation** Cisco TrustSec (CTS) was unable to acquire a role-based access control list (RBACL) policy from the access control server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_POLICY\_WILDCARD\_FAILED: Failed to download wildcard policy

**Explanation** Cisco TrustSec (CTS) was unable to acquire a wildcard policy from the access control server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-AUTHZ\_SYNC\_FAILED: Failed to send %s sync msg(%s) to Standby

**Explanation** An error occurred while Cisco TrustSec (CTS) authorization was performing a synchronization of the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-CTS\_ERR: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-DOT1X\_CONFIG\_FAILED: Failed to configure dot1x for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to configure 802.1X for a CTS link.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-DOT1X\_FORCE\_PORT\_AUTHORIZED\_FAILED: Failed to force dot1x port authorized for int(%s)

**Explanation** Cisco TrustSec (CTS) authorization was unable to FORCE AUTHORIZED an 802.1X port on a CTS link.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-DOT1X\_INIT\_FAILED: Failed to initialize dot1x for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to initialize 802.1X for a CTS link.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-DOT1X\_PAE\_FAILED: Failed to %s dot1x PAE(%s) for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to start or stop an 802.1X Port Access Entity (PAE) for a CTS link.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-GENERIC\_FAILURE: %s %s

**Explanation** Cisco TrustSec (CTS) encountered an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-GLOBAL\_DOT1X\_DISABLED: Global dot1x config is currently disabled - CTS will not run

**Explanation** Because global 802.1X is not enabled, Cisco TrustSec (CTS) will not run.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-IFC\_DATA\_DESC\_DECODE\_FAILED: %s failed to decode the data-descriptori - swidb unknown

**Explanation** Cisco TrustSec (CTS) was unable to decode the data descriptor in order to obtain the software interface descriptor block (SWIDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-IFC\_DATA\_DESC\_ENCODE\_FAILED: %s failed to encode the data-descriptor for int(%s)

**Explanation** Cisco TrustSec (CTS) was unable to encode the software interface descriptor block (SWIDB) into the data descriptor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-IFC\_DATA\_NULL: %s encounters NULL %s

**Explanation** Cisco TrustSec (CTS) encountered an unexpected NULL pointer or data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-IFC\_LINK\_OBJ\_FAILED: %s failed to get link\_obj for int(%s)

**Explanation** Cisco TrustSec (CTS) IFC was unable to access the link object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-IFC\_SYNC\_FAILED: Failed to send %s sync msg(%s) to Standby

**Explanation** An error occurred while Cisco TrustSec (CTS) IFC was performing a synchronization of the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-IFC\_SYNC\_FAILED\_2: %s, Failed to send %s sync msg(%s) to Standby

**Explanation** An error occurred while Cisco TrustSec (CTS) IFC was performing a synchronization of the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-INVALID\_MSGID\_RCV: %s received invalid HA/ISSU msgId(%d)

**Explanation** Cisco TrustSec (CTS) encountered an unexpected invalid HA/ISSU message ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-PORT\_AUTHORIZED\_FAILED: Failed to authorize Port for int(%s)

**Explanation** A port could not be authorized on a Cisco TrustSec (CTS) link.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-PP\_CTS\_EC\_NOT\_CTS: Physical port is not configured for CTS, but port-channel is.

**Explanation** A physical port cannot join the channel group (port channel) because its Cisco TrustSec (CTS) configuration does not match the channel group's CTS configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-PP\_CTS\_MODE\_EC\_MISMATCH: Physical port CTS mode does not match the port-channel's CTS mode.

**Explanation** A physical port cannot join the port channel because its Cisco TrustSec (CTS) mode does not match the port channel's CTS mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-PP\_CTS\_TIMER\_REAUTH\_EC\_MISMATCH: Cannot bundle interface. CTS Reauth Timer mismatch. %s = %d %s = %d

**Explanation** A physical port cannot join the port channel because its Cisco TrustSec (CTS) reauthentication timer value does not match the port channel's timer value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-PP\_NOT\_CTS\_EC\_CTS: Physical port is configured for CTS, but port-channel is not.

**Explanation** A physical port cannot join the channel group (port channel) because its Cisco TrustSec (CTS) configuration does not match the channel group's CTS configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-SEND\_MSG\_TO\_CORE\_FAILED: Failed to send msg([dec]) to core process

**Explanation** An error occurred while CTS attempts to send a message event to the core process

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-SXP\_BINDING\_ERR: Binding [chars] - [chars]

**Explanation** SXP binding update error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-SXP\_CONN\_STATE\_CHG\_OFF: Connection [chars] - [dec] state changed from [chars] to Off.

**Explanation** SXP Connection with the specified instance number changed state.

**Recommended Action** No action is required.

**Error Message** %CTS-3-SXP\_LISTENER: Fail to start global listening socket after TCP process restart.

**Explanation** The Security Exchange Protocol (SXP) process could not start after a restart.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-3-SXP\_MSG\_PARSE: Connection [chars] [chars]

**Explanation** An error occurred while parsing SXP message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CTS-4

**Error Message** %CTS-4-CTS\_WARNING: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-4-SXP\_INTERNAL: CTS SXP [chars]

**Explanation** The CTS SXP system encountered internal failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CTS-5

**Error Message** %CTS-5-CTS\_NOTICE: [chars]

**Explanation** Normal but significant conditions

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS-5-SXP\_BINDING\_ADD: Binding [chars]- added to SXP database.

**Explanation** Binding added to the SXP database.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_CHG: Binding [chars]- changed: old connection instance number:[dec], old sgt:[dec].

**Explanation** Binding changed in the SXP database.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_DEL: Binding [chars]- deleted in SXP database.

**Explanation** Binding deleted in the SXP database.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_FWD: Binding [chars]- is forwarded to the peer.

**Explanation** SXP forwarded binding to the peer.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_REQ: SXP received binding forwarding request ([chars]) binding [chars].

**Explanation** SXP received a binding forwarding request.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_BINDING\_UPD: Binding [chars] [chars]. Update binding manager.

**Explanation** SXP updated binding manager with the binding change.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_DFT\_PASSWORD\_CHANGE: CTS SXP password changed.

**Explanation** The SXP system password has been changed.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_DFT\_SRCIP\_CHG: SXP default source IP is changed [IP\_address] -- [IP\_address].

**Explanation** SXP default source IP is changed on this device.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_STATE\_CHANGE: CTS SXP [char].The SXP feature has changed operational state.

**Explanation** SXP feature is functioning only when the feature is enabled.

**Recommended Action** No action is required.

**Error Message** %CTS-5-SXP\_VRF\_DEL: SXP Connection configuration in VRF:[chars] is removed.

**Explanation** A VRF is removed, the connections configured in this VRF should be removed.

**Recommended Action** No action is required.

**Error Message** %CTS\_HA\_ISSU-3-CAP\_INVALID\_SIZE: CTS HA empty tlv size.

**Explanation** Received empty tlv list during capability negotiation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CTS-6

**Error Message** %CTS-6-DOT1X\_FORCE\_PORT\_AUTHORIZED\_SUCCESS: Successfully forced dot1x port authorized for int(%s)

**Explanation** Cisco TrustSec (CTS) authorization caused FORCE AUTHORIZED on an 802.1X port on a CTS link.

**Recommended Action** No action is required.

**Error Message** %CTS-6-DOT1X\_PAE\_CONFIG: %s dot1x PAE(%s) for int(%s)

**Explanation** The specified interface has been configured to be an 802.1X Port Access Entity (PAE).

**Recommended Action** No action is required.

**Error Message** %CTS-6-IFC\_CACHE\_APPLIED: Cache data applied for int(%s)

**Explanation** The Cisco TrustSec (CTS) link was brought up using cache data.

**Recommended Action** No action is required.

**Error Message** %CTS-6-CTS\_INFO: [chars]

**Explanation** Informational messages

**Recommended Action** No action is required.

**Error Message** %CTS-6-PORT\_AUTHORIZED\_SUCCESS: Port authorized for int(%s)

**Explanation** A port was authorized on a Cisco TrustSec (CTS) link.

**Recommended Action** No action is required.

**Error Message** %CTS-6-PORT\_UNAUTHORIZED: Port unauthorized for int(%s)

**Explanation** A port has become unauthorized on a Cisco TrustSec (CTS) link.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_CONFIG: Connection [chars] [chars]

**Explanation** A SXP configuration error occurred. The connection can not be setup correctly.

**Recommended Action** Ensure that the connection configure on both ends have the matched mode, IP addresses.

**Error Message** %CTS-6-SXP\_CONN\_STATE\_CHG: Connection [chars]-[dec] state changed from [chars] to [chars].

**Explanation** SXP Connection with the specified instance number changed state.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_SRC\_IP: Source IP address ([chars] [IP\_address]) does not belong to this device.

**Explanation** An error occurred while using this source IP address to set up SXP connection.

**Recommended Action** Re-configure SXP connection to have a valid source IP address.

**Error Message** %CTS-6-SXP\_TIMER\_START: Connection [chars] [chars] timer started.

**Explanation** The specified SXP timer started.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_TIMER\_STOP: Connection [chars] [chars] timer stopped.

**Explanation** The specified SXP timer stopped.

**Recommended Action** No action is required.

## CTS-7

**Error Message** %CTS-7-CTS\_ASSERT: Assertion Failure ( [chars] @[chars]:[dec] ) : [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CTS\_HA Messages

This section contains Cisco TrustSec (CTS) high availability (HA) messages.

### CTS\_HA-3

**Error Message** %CTS\_HA-3-CHKPT\_REG\_FAIL: CTS HA add CTS checkpoint client failure

**Explanation** The Cisco TrustSec (CTS) high availability (HA) process failed to add a checkpoint client. No CTS data will be synchronized with the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA-3-RECEIVE\_FAILED: CTS HA client failed to process message recieved from Active device.

**Explanation** The Cisco TrustSec (CTS) high availability (HA) client on the standby device failed to process a checkpoint message from the active device. The CTS state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA-3-SEND\_FAILED: CTS HA client on Active device failed to send checkpoint message. CTS component Id %d, message Id %d

**Explanation** The Cisco TrustSec (CTS) high availability (HA) client on the active device failed to send a checkpoint message to the standby device. The CTS state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CTS\_HA\_ISSU Messages

This section contains Cisco TrustSec (CTS) high availability (HA) in-service software upgrade (ISSU) messages.

### CTS\_HA\_ISSU-3

**Error Message** %CTS\_HA\_ISSU-3-CAP\_INVALID\_SIZE: CTS HA empty tlv size.

**Explanation** Received empty tlv list during capability negotiation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-CAP\_NOT\_COMPATIBLE: CTS HA capability not compatible

**Explanation** CTS HA failed during capability negotiation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-GET\_BUFFER: CTS HA ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-INIT: CTS HA ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-MSG\_NOT\_COMPATIBLE\_WITH\_PEER: Message [dec] in component [dec] is not compatible with the peer.

**Explanation** Message not compatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-SEND\_NEGO\_FAILED: CTS HA ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-SESSION\_REGISTRY: CTS HA ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %CTS\_HA\_ISSU-3-SESSION\_UNREGISTRY: CTS HA ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## CTS\_HA\_ISSU-6

**Error Message** %CTS\_HA\_ISSU-6-INCOMPAT: CTS HA ISSU client negotiation results incompatible

**Explanation** The Cisco TrustSec (CTS) high availability (HA) ISSU client message version is not compatible on the active and standby devices. As a result, no CTS data will be synchronized to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

# CWAN\_ALARM Messages

This section contains Constellation WAN (CWAN) alarm messages.

## CWAN\_ALARM-6

**Error Message** %CWAN\_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message provides alarm assertion or deassertion information.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %CWAN\_ALARM-6-SONET: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message is generated whenever an alarm is present in the system (and the alarm status has been reported to the RP) or an alarm has been removed from the system (and the alarm status has been reported to the RP).

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %CTS-6-SXP\_PASSWORD\_CHANGE: CTS SXP password changed

**Explanation** The Cisco TrustSec (CTS) Security Exchange Protocol (SXP) system password has been changed.

**Recommended Action** No action is required.

**Error Message** %CTS-6-SXP\_STATE\_CHANGE: CTS SXP %s

**Explanation** The Cisco TrustSec (CTS) Security Exchange Protocol (SXP) system component has changed its operational state.

**Recommended Action** No action is required.

# CWAN\_ATM Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN ATM port (CWAN\_ATM) messages.

## CWAN\_ATM-3

**Error Message** %CWAN\_ATM-3-LOWMEM: Could not allocate memory for RFC 1483 packet cloning.

**Explanation** Memory is running low.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %CWAN\_ATM-3-PORT\_ERR: Invalid PORT [dec]

**Explanation** The specified port does not exist.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_ATM-3-VCD\_ERR: Invalid PortVCD [hex]

**Explanation** The specified port VCD does not exist.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_ATM-3-VC\_ERR: Invalid VC [hex]

**Explanation** The specified VC does not exist on the port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_ATM-3-VC\_OR\_PORT\_ERR: Invalid VCD [hex] or Port: [dec]

**Explanation** Either the port or the VCD is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_ATM-5

**Error Message** %CWAN\_ATM-5-UNKNOWN\_VCD: Unknown port vcd [hex] in egress packet

**Explanation** An unknown VCD has been received in the egress path of the module. This condition is most likely a transient condition, and it is usually caused by VCs that are being disassembled and reassembled while traffic is being passed.

**Recommended Action** No action is required.

## CWAN\_ATOM-HA Messages

This section contains Any Transport over MPLS (AToM) high availability messages.

### CWAN\_ATOM-HA-2

**Error Message** %CWAN\_ATOM\_HA-2-ISSU\_ERROR: [chars] [chars]

**Explanation** Platform ATOM HA ISSU client error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

### CWAN\_ATOM-HA-3

**Error Message** %CWAN\_ATOM\_HA-3-CF\_ERROR: [chars] [dec]

**Explanation** Platform ATOM HA CF client error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %CWAN\_ATOM\_HA-3-RF\_ERROR: [chars] [dec]

**Explanation** Platform ATOM HA RF client error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## CWAN\_CHOC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN Channelized OC48/OC12-related (CWAN\_CHOC) messages.

### CWAN\_CHOC-4

**Error Message** %CWAN\_CHOC-4-CORRUPT: [chars] information seems to be corrupted, bad value = [int]

**Explanation** Incorrect parameters were detected internally.

**Recommended Action** This is only a debug warning message. The unexpected value is discarded.

## CWAN\_CHOC\_DSX Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN CHOC DSX LC Common (CWAN\_CHOC\_DSX) messages.

### CWAN\_CHOC\_DSX-3

**Error Message** %CWAN\_CHOC\_DSX-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed

**Explanation** A software error occurred. This message displays when IDB subblocks cannot be removed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_CT3 Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Channelized T3 (CWAN\_CT3) messages.

### CWAN\_CT3-3

**Error Message** %CWAN\_CT3-4-CORRUPT: [chars] information seems to be corrupted, bad value =[int]

**Explanation** Incorrect parameters were detected internally.

**Recommended Action** This is only a debug warning message. The unexpected value is discarded.

## CWAN\_FWD\_TABLES Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module forwarding tables messages.

### CWAN\_FWD\_TABLES-3

**Error Message** %CWAN\_FWD\_TABLES-3-CHUNK\_CREATE\_FAIL: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-CHUNK\_DESTROY\_FAIL: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-CHUNK\_MALLOC\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-ENTRY\_BUILD\_FAIL: [chars] [int]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-INVALID\_DEST\_INFO: [chars] [hex] [hex] [hex]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-INVALID\_INDEX: [chars] [int]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-INVALID\_OPR\_TYPE: [chars] [dec]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-MALLOC\_FAILED: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_FWD\_TABLES-3-TABLE\_ERROR: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_HA Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module high availability (CWAN\_HA) messages.

### CWAN\_HA-2

**Error Message** %CWAN\_HA-2-CCB\_PLAYBACK\_ERROR: CCB playback failed for slot [dec].

**Explanation** The high availability component for WAN modules failed to synchronize new state information for the specified slot.

**Recommended Action** Reload the redundant supervisor engine to force a fresh bulk synchronization. If this error recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Examine both the active supervisor engine and the redundant supervisor engine for messages.

**Error Message** %CWAN\_HA-2-CCB\_RECORD\_ERROR: CCB record failed for slot [dec].

**Explanation** The high availability component for WAN modules failed to record new state information for the specified slot. The system is falling back to RPR mode for high availability.

**Recommended Action** Examine both the active supervisor engine and the redundant supervisor engine for messages. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-2-IFCFG\_PLAYBACK\_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].

**Explanation** The high availability component for WAN modules failed to synchronize new state information for the specified slot. The redundant system is no longer synchronized with the active system. The redundant supervisor engine was reloaded shortly after this error was encountered.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-2-IFCFG\_RECORD\_ERROR: Interface Configuration command [int] record failed for slot [int]/[int].

**Explanation** The high availability component for WAN modules failed to record some new state information for the specified slot. The system is falling back to RPR mode for high availability.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_HA-3

**Error Message** %CWAN\_HA-3-CCB\_INIT\_ERROR: Failed to initialize CCB list for slot [dec] .

**Explanation** The high availability component for WAN modules failed to properly initialize state information for the specified slot. The system is falling back to RPR mode for high availability.

**Recommended Action** Examine both the active supervisor engine and the redundant supervisor engine for messages. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-3-IFCFG\_CMD\_NOT\_UNIQUE: More than one command registered for unique-key generator for interface configuration command [int] .

**Explanation** The high availability component for WAN modules is unable to properly synchronize state information for the current configuration due to a conflict in command identifiers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-3-IFCFG\_INIT\_ERROR: Failed to initialize Interface Configuration list for slot [int]/[int] .

**Explanation** The high availability component for WAN modules failed to properly initialize state information for the specified slot. The system is falling back to RPR mode for high availability.

**Recommended Action** Examine both the active supervisor engine and the redundant supervisor engine for messages. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Examine both the active supervisor engine and the redundant supervisor engine for messages.

**Error Message** %CWAN\_HA-3-IFCFG\_NO\_UNIQUE\_KEY: No unique-key generator registered for interface configuration command [int].

**Explanation** The high availability component for WAN modules is unable to properly synchronize state information for the current configuration. The system is falling back to RPR mode for high availability.

**Recommended Action** Examine both the active supervisor engine and the redundant supervisor engine for messages. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_HA-4

**Error Message** %CWAN\_HA-4-CCB\_PLAYBACK\_ERROR: CCB playback failed for slot [dec].

**Explanation** The high availability component for WAN modules failed to synchronize some new state information for the specified slot.

**Recommended Action** Reload the standby supervisor engine to force a fresh bulk synchronization. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-CCB\_RECORD\_ERROR: CCB record failed for slot [dec].

**Explanation** The high availability component for WAN modules failed to record some new state information for the specified slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-IFCFG\_DFLT\_LIST\_ERROR: For Interface Configuration command %u, default retval list search resulted 0x%x for slot %u/%u

**Explanation** The high availability (HA) component for WAN modules failed to synchronize new state information for the specified slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show platform redundancy if-config default-retvals** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-IFCFG\_PLAYBACK\_ERROR: Interface Configuration command [int] playback failed for slot [int]/[int].

**Explanation** The high availability component for WAN modules failed to synchronize some new state information for the specified slot.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %CWAN\_HA-4-IFCFG\_RECORD\_ERROR: Interface Configuration command [int] record failed for slot [int]/[int].

**Explanation** The high availability component for WAN modules failed to record some new state information for the specified slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-LTLSYNCFail: Failed to sync LTL data during [chars] for [chars] [int]: (slot=[dec], slotunit=[dec], if\_num=[dec]) to standby (vlan=[int], hash=[int], ltl=[int])

**Explanation** Some local target logic (LTL) data did not synchronize correctly from the active to the standby RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-NOSRPBULKSYNC: Failed to [chars] srp bulk data (slot=[dec], intf=[dec], type=[dec]), ret code [dec]

**Explanation** The synchronization of RP bulk data and SRP bulk data failed from the active supervisor engine to the redundant supervisor engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-NOSRPSYNC: Failed to sync srp packet (slot=[dec], intf=[dec]) to standby, HA\_SYNC\_STATUS=[dec]

**Explanation** The RP dynamic synchronization of SRP packets failed from the active supervisor engine to the redundant supervisor engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HA-4-SRPSYNC: Slot [dec]: [chars]

**Explanation** The specified error occurred while synchronizing the SRP states from the active supervisor engine RP to the redundant supervisor engine RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_HAL Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Halcyon (CWAN\_HAL) messages.

### CWAN\_HAL-3

**Error Message** %CWAN\_HAL-3-CHUNK\_CREATE\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-CHUNK\_MALLOC\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-DELETION\_FAILED: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-FILL\_OCE\_INFO\_FAIL: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-ILLEGAL\_DEAGG\_PROT\_TYPE: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-ILLEGAL\_OBJ\_TYPE: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-INSERTION\_OR\_UPDATION\_FAILED: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-LABEL\_SPACE\_INCONSISTENT: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-NULL\_OBJ\_HANDLE: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-NULL\_PLT\_SPACE: [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-TABLE\_CREATION\_FAILED: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_HAL-3-TABLE\_DELETION\_FAILED: [chars] [chars]

**Explanation** There is a problem with internal software coding. This message should not appear under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_HAL-4

**Error Message** %CWAN\_HAL-4-UN\_SUPPORTED\_CONFIG: %s

**Explanation** The configuration of the WAN module is not supported. A common cause is configuring TE on a GRE tunnel.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_IFMGR Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module Interface Manager (CWAN\_IFMGR) messages.

### CWAN\_IFMGR-4

**Error Message** %CWAN\_IFMGR-4-CREATEFAIL: IM Driver Creation Failed: Interface [dec]/[dec]: [chars]

**Explanation** Driver failed to create an interface with the interface manager.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %CWAN\_IFMGR-4-DESTROYFAIL: IM Driver Destroy Failed: Interface [dec]/[dec]: [chars]

**Explanation** Driver failed to destroy the interface with the interface manager.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %CWAN\_IFMGR-4-REGISTERFAIL: IM Registration Failed: [chars]

**Explanation** Driver failed to register with the interface manager.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

# CWANLC Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN module (CWANLC) messages.

## CWANLC-3

**Error Message** %CWANLC-3-FPD\_INCOMPATIBLE: FPD ID=[int] image in this FPD package is for revision [int].x boards. It is incompatible with current board revision of [int].[int]

**Explanation** This FPD package does not contain images that are compatible with the current line card revision.

**Recommended Action** Perform the FPD upgrade operation with a newer version of an FPD image package that is compatible with the Cisco IOS software that is operating on the switch. Consult with the FPD image package section of the Cisco IOS software release note to confirm that your line card revision is supported for a particular release.

**Error Message** %CWANLC-3-CWANLC\_EARL\_VERSION\_NOTICE: CWAN receives mismatch Earl version notification. New Earl[int] vs Earl[int]

**Explanation** The RP determined through an SCP find operation that the version of the EARL switching engine on the module has changed. This message occurs during a switchover operation. The version of the EARL switching engine is specified in the message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWANLC-3-FATAL: [chars]

**Explanation** The OSM encountered a fatal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWANLC-3-FPD\_INCOMPATIBLE: FPD ID=[int] image in this FPD package is for revision [int].x boards. It is incompatible with current board revision of [int].[int]

**Explanation** This FPD package does not contain images that are compatible with the current board revision.

**Recommended Action** Perform the FPD upgrade operation with a newer version of the FPD image package that is compatible with the running Cisco IOS software. Consult with the FPD image package section of the Cisco IOS software release note to confirm if your board revision is supported for a particular release.

**Error Message** %CWANLC-3-IPCPORT: Failed to %s IPC port '%s', error %s

**Explanation** The line card failed to create a port for communication with the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWANLC-3-LTL\_NOPPEPORTMAP: Failed to retrieve default port mapping for packet processor [int]

**Explanation** The line card software initialization was not completed correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWANLC-3-TVPN\_NOMEM: Failed to start vpn, not enough memory

**Explanation** The OSM could not start VPN due to insufficient memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWANLC-5

**Error Message** %CWANLC-5-NOSCPPING: Linecard has not sent SCP PING responses for too long

**Explanation** The SCP ping mechanism is used by the RP and SP processors to monitor whether the line card that is executing Cisco IOS is in a healthy state. This SCP ping response has not been sent by the line card for a long time; the line card has exported its context information to the RP and may be power cycled. The exported context is available in the output of the **show diag** command.

**Recommended Action** Save the **show diag** command output and contact your Cisco technical support representative if the line card is reset.

## CWANLC\_ATM Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN ATM module (CWANLC\_ATM) messages.

### CWANLC\_ATM-3

**Error Message** %CWANLC\_ATM-3-NOVSPACE: [chars]: out of VP space for VPI [dec]

**Explanation** Out of virtual paths (VPs) on the segmentation and reassembly (SAR) engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWANLC\_ATM-3-VCCLOSEFAIL: [chars]: Failed to remove VC [dec]/[dec] cause [int]

**Explanation** An attempt to remove a virtual circuit on the module failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_POSEIDON Messages

This section contains Optical Services Module (OSM) GE-WAN Route Processor (RP) driver messages.

**Error Message** %CWAN\_POSEIDON-6-ALARM\_INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message is generated whenever an alarm is present in the system and the alarm status has been reported to the RP, or an alarm has been removed from the system and the alarm status has been reported to the RP.

**Recommended Action** This is an informational message only. No action is required.

## CWAN\_QINQ Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN QinQ (CWAN\_QINQ) messages.

### CWAN\_QINQ-3

**Error Message** %CWAN\_QINQ-3-CWAN\_POCH\_QINQ\_NULL\_EGRESS: [chars] QinQ Ether VC have received invalid egress assignment on phyport [chars]for trunk encapsulation dot1q [int]

**Explanation** The port channel QinQ Ether VC subinterface being configured contains an invalid egress port assignment. The egress traffic of the OSM port will be stopped for this EVC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. At the line card, enter the **show cwan qinq** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_QINQ-3-CWAN\_QINQ\_TRUNK\_DATAINCONSISTENCY: QinQ data integrity check failed for bridge-vlan [int] dot1q [int] using trunk encapsulation dot1q [int], existing record shows mapping with encapsulation dot1q [int].

**Explanation** A data integrity error related to QinQ was detected while a trunk was being configured for the bridge VLAN that is indicated in the message text. The error will be ignored, and the QinQ update will proceed normally.

**Recommended Action** Enter the **show cwan qinq** command on the module. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_RP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN route processor driver (CWAN\_RP) messages.

### CWAN\_RP-0

**Error Message** %CWAN\_RP-0-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-0-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### CWAN\_RP-1

**Error Message** %CWAN\_RP-1-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-1-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-1-OVERRIDE\_MAC\_INVALID: [chars] has invalid override-mac-address.

**Explanation** The user issued an override MAC address that does not match the MAC address of the MSFC. This condition can occur if the configuration was moved to new hardware or the MAC address command was used on another interface. While the system automatically corrects this condition, the configuration needs to be adjusted.

**Recommended Action** Modify the override MAC address command in the configuration.

## CWAN\_RP-2

**Error Message** %CWAN\_RP-2-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-2-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_RP-3

**Error Message** %CWAN\_RP-3-FAILED\_CONFIG: Failed to send line card config message [chars] for slot [int] port [int]

**Explanation** The RP could not send the specified configuration message to the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-3-IFCFG\_CMD\_NOT\_OWNER: Process '[chars]' waiting for interface configuration command ([hex]) to slot [int]/[int] without acquiring lock owned by process '[chars]'

**Explanation** A process on the RP sent a configuration command to the slot specified in the message and a different process waited for the result. This condition could cause incorrect line card configuration states.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-3-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-3-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-3-MODULE\_TYPE: cannot find FCI for module type [int] in slot [int]

**Explanation** An internal software error occurred while the system was detecting the module type in the specified slot. The module operation will be affected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-3-PROCMSG: Process msg send failed for process[dec]

**Explanation** An attempt to send a process message failed for the specified process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-3-UPGRADE\_ERROR: Slot [int]: The ROMMON upgrade failed to complete.

**Explanation** An error occurred during the upgrade process.

**Recommended Action** If the module reloads successfully, examine the file and try the upgrade process. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-3-WAN\_BRIDGING\_CONFIG\_EXCEEDED: The number of VPLS/EoMPLS/Bridging/QinQ VCs exceeded the maximum supported by the platform

**Explanation** The user attempted to configure more VPLS, EoMPLS, and bridging VCs than the number that is supported by the platform.

**Recommended Action** Review the configuration guidelines for the features that are being configured, and reduce the number of VPLS, EoMPLS, and bridging VCs to the number that is supported by the platform.

## CWAN\_RP-4

**Error Message** %CWAN\_RP-4-CONFIG\_MISMATCH: Irreconcilable Configuration difference between Active & Standby Supervisors due to OIR/Config Event -> Reloading Standby Supervisor to synchronize the configuration.

**Explanation** An unexpected configuration difference exists between the active and standby supervisor engines.

**Recommended Action** The standby supervisor engine is being reloaded. No action is required.

**Error Message** %CWAN\_RP-4-EMPTY\_CWANBAYS: FLEXWAN in slot [dec] is empty. Please remove the Flexwan or insert it with atleast one PA

**Explanation** The FlexWAN in the specified slot does not contain any port adapters.

**Recommended Action** The FlexWAN should be removed. This is an unsupported configuration.

**Error Message** %CWAN\_RP-4-IFCFG\_CMD\_TIMEOUT: Interface configuration command ([hex]) to slot [int]/[int] timed out

**Explanation** The RP sent a configuration command to the slot specified in the message and received no confirmation for the command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-4-INCR\_CFG\_SYNC\_FAIL: 7600 incremental running-config sync for [[dec]/[dec]] failed - [chars]([dec]), Reload Standby

**Explanation** The specified 7600 series router incremental running configuration synchronization has failed.

**Recommended Action** Power cycle the redundant supervisor engine.

**Error Message** %CWAN\_RP-4-INVALID\_UNIT: Invalid 7600 Unit: [[dec]/[dec]].

**Explanation** The specified 7600 series router slot and CPU are beyond the chassis limit.

**Recommended Action** Power cycle the redundant supervisor engine.

**Error Message** %CWAN\_RP-4-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-4-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-4-MODULE\_CONFIG\_MISSING: configuration missing for slot [int]

**Explanation** Some information is missing regarding the configuration of the module in the specified slot. Any startup configuration for the interfaces will not be applied. If the module in the specified slot is a FlexWAN, details about the port adapters in the FlexWAN are missing from the configuration information. This information is missing from the **SLOTCACHE** ROMMON variable.

**Recommended Action** If the module in the slot specified in the error message has not previously been inserted, it has no previous configuration; therefore, no action is required. If the configuration for the specified slot in the startup configuration is suitable for the module in that slot, after the module has loaded, manually apply the configuration by using one of the following two methods. The second method requires a system reload.

- Enter the **copy nvram:startup-config system:running-config** command to reapply your saved configuration and then enter the **no shutdown** command on all interfaces whose configuration was rejected. Enter the **copy system:running-config nvram:startup-config** command to save your configuration and the WAN module slot configuration.
- Enter the **copy** command to copy your startup configuration to a temporary location (for example, **copy nvram:startup-config bootflash:tmp-config**), and then enter the **copy system:running-config nvram:startup-config** command to update the WAN module slot configuration. Enter the **copy** command to restore the temporary copy of the startup configuration (for example, **copy bootflash:tmp-config nvram:startup-config**), and then enter the **reload** command to reload the system.

After using the second method, you may want to use the **delete** command to remove the temporary copy of the startup configuration. To prevent this condition from recurring, ensure that the **SLOTCACHE** variable is updated whenever modules that require it (FlexWANs, but not OSMs) are moved between slots in the chassis. The **SLOTCACHE** variable is updated when the running configuration is written to the startup configuration using the **copy system:running-config nvram:startup-config** command (or the deprecated **write memory** equivalent). The two methods of restoring the configuration for the module ensure that the **SLOTCACHE** variable is updated.

## CWAN\_RP-5

**Error Message** %CWAN\_RP-5-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-5-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_RP-6

**Error Message** %CWAN\_RP-6-ADF\_FILE: Slot [int]: Using VPN-SM Upgrade File: "[chars]"

**Explanation** The system is booting the specified upgrade image for the VPN Services Module.

**Recommended Action** No action is required.

**Error Message** %CWAN\_RP-6-AUX\_FILE: Slot [int]: Found VPN-SM Firmware in File: "[chars]"

**Explanation** The file specified in the message was found and will be loaded instead of the bundled image by the VPN Services Module.

**Recommended Action** No action is required.

**Error Message** %CWAN\_RP-6-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-6-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-6-LC\_RESET: The RP is reloaded, resetting slot [dec] is necessary. Please ignore errors if any, till the linecard comes up.

**Explanation** If the system is running Catalyst operating system software on the supervisor engine and Cisco IOS software on the MSFC, the WAN line cards that power up before the RP powers up will be reset automatically.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %CWAN\_RP-6-NO\_LC\_IMAGE: Line card image in slot [dec] for card\_id [dec] is not bundled with IOS.

**Explanation** The line card in the specified slot will be powered down to prevent it from running an image that is not supported by the RP. If the line card image is compatible with the image running on the RP, there might be another problem with the software.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_RP-6-OUT\_OF\_RESOURCE: [chars] configuration has exceeded available internal resources.

**Explanation** The resources required for configuration are no longer available. They may have been acquired by another application.

**Recommended Action** If the requested resources have not been allocated to another application, contact your Cisco technical support representative for further assistance.

**Error Message** %CWAN\_RP-6-OVERRIDE: Slot [int]: ...Overriding Intrinsic VPN-SM Firmware.

**Explanation** The specified image will be used instead of the bundled image.

**Recommended Action** No action is required.

**Error Message** %CWAN\_RP-6-UPGRADE\_COMPLETE: Slot [int]: ROMMON upgrade complete. Reset the card for the changes to take effect.

**Explanation** The ROMMON upgrade has completed successfully. The module must be reloaded for the changes to take effect.

**Recommended Action** No action is required.

## CWAN\_RP-7

**Error Message** %CWAN\_RP-7-LCLOG\_MSG : slot [dec]/[dec]: [chars]

**Explanation** An error has occurred on a module. The slot and CPU number are indicated after the CWAN\_RP-7-LCLOG\_MSG text. The error message that appears after the slot number is the original message from the module.

**Recommended Action** Follow any instructions provided in the error message text. If no instructions are provided, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWAN\_SLOT Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN slot (CWAN\_SLOT) messages.

### CWAN\_SLOT-1

**Error Message** %CWAN\_SLOT-1-CF\_ADDFAILED: Failed to register chkpt client, client = %d

**Explanation** The checkpoint facility client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SLOT-1-CF\_NOBUF: Failed to get chkpt buffer, client = %d

**Explanation** The checkpoint facility could not obtain buffer memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## CWAN\_SP Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router WAN switch processor (CWAN\_SP) messages.

### CWAN\_SP-3

**Error Message** %CWAN\_SP-3-INIT\_FAIL: Failed to allocate [dec] bytes memory needed for CWAN SP module initialization

**Explanation** A memory allocation failure has occurred during initialization of WAN SP module.

**Recommended Action** Upgrade to a higher memory size on the switch processor (SP).

### CWAN\_SP-4

**Error Message** %CWAN\_SP-4-UNKNOWN\_PW: Unknown CWAN pseudo wire on vlan [dec], port [dec] / [dec]

**Explanation** An unknown WAN pseudowire is being used.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CWAN\_SPA Messages

This section contains shared port adapter (SPA) on OSR messages.

**Error Message** %CWAN\_SPA-3-CREATION\_FAILURE: slot=[dec] subslot=[dec], spa\_type=[hex], lc\_type=[hex].

**Explanation** An attempt to create a SPA object has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-DIAG\_CONFIG: [chars] did not complete [dec]/[dec]

**Explanation** An error has occurred during diagnostic test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-INVALID\_DATA\_INSTANCE: interface type [chars], slot [dec] port [dec] vc [dec] : [chars]

**Explanation** The data required to support the specified interface is not available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-INVALID\_IF\_INDEX: index= [dec], cardType=[hex], spaType=[hex], slot [dec] subSlot [dec] slotunit [dec] vc [dec]

**Explanation** The index for the interface is not valid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-INVALID\_INDX\_RANGE: index1= [dec], index2= [dec], maxIndex= [dec]

**Explanation** Invalid index range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-MEM\_ALLOC\_ERROR: [chars]

**Explanation** A memory allocation error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-NULL\_SPA\_PTR:

**Explanation** The pointer to a SPA object is null.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-NULL\_VFT: [chars] virtual function table is not initialized. spaType= [hex]

**Explanation** A required function table is not initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-NULL\_VFUNC: [chars] vector is not initialized. spaType= [hex]

**Explanation** A required function vector is not initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-POWER\_CYCLE: [chars] occurred on Shared Port Adapter [int]/[int]

**Explanation** An error has occurred that will cause the shared port adapter to be power cycled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWAN\_SPA-3-SPA\_CREATION\_FAILURE: slot=[dec] subslot=[dec], PID=[chars] lc\_type=[hex] .

**Explanation** An attempt to create a SPA object has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWPA Messages

This section contains Catalyst 6500 series switch and Cisco 7600 series router port adapter module (CWPA) messages.

### CWPA-2

**Error Message** %CWPA-2-BAD\_HWVERS: Unable to determine board hardware version

**Explanation** The module software cannot read the module hardware version. This condition indicates a hardware error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWPA-2-PAOIR: Port adapter OIR not supported, reloading

**Explanation** An OIR operation occurred on the port adapters of the specified module, but OIR is not supported on the port adapter. This error has caused the module to fail and reload.

**Recommended Action** Do not attempt OIR on the port adapters of the specified module.

**Error Message** %CWPA-2-PA\_VOLFAIL: Port adapter [dec]V failed, Reloading flexwan

**Explanation** The module encountered an error involving power delivery to the module. Probable causes for this error are an environmental condition, an overtemperature condition, or inconsistent voltage to the module.

**Recommended Action** Verify that the input voltage and the temperature of the module are within acceptable ranges.

**Error Message** %CWPA-2-WHICH\_INT: Unexpected [chars] interrupt, INT status = [hex]

**Explanation** The module specified in the error message has encountered an unexpected interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWPA-3

**Error Message** %CWPA-3-DIAGFAIL: Failed to handle diag [chars] [dec]

**Explanation** The module failed to execute a diagnostics command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWPA-3-PROCCREATEFAIL: Failed to create [chars] process

**Explanation** A module failed to create a process that is necessary for proper functioning of the module.

**Recommended Action** If a statistics export process was not created, check the I/O rate and the bytes that are getting incremented in the **show interface** command output for the nonchannelized interfaces on the FlexWAN and Enhanced FlexWAN modules. You can also get the statistics from the **show interface acc** command output or the **show interface stats** command output. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWPA-4

**Error Message** %CWPA-4-HEADER\_TOO\_BIG: Needs [dec] bytes, with only [dec] bytes available. Packet size [int], received from [chars], buffer [hex] packet start [hex]:

[hex]: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

[hex]: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** A packet was sent from the port adapter to either the route processor or the line card. That packet did not have enough available space to append the header. A new particle has been linked to the packet to store the header.

**Recommended Action** No action is required.

## CWPABRIDGE Messages

This section contains CWPA bridging messages.

**Error Message** %CWPABRIDGE-3-BADLTL: [chars] got bad LTL index [hex] for vlan [int] ckt\_id [int] sent from RP

**Explanation** The RP has provided the line card with an invalid value for the local target logic (LTL) index value.

**Recommended Action** If the bridging traffic stops going through, copy the message exactly as it appears on the console or in the system log. At the RP console exec prompt, enter the following commands:

```
show log,  
show cwan bridge,  
show atm vlan,  
show mac-address-table dynamic detail,  
show cwan ltl
```

The output of these commands will enable the engineer to gather more information about the condition. Contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %CWPABRIDGE-3-NOCLONEDPAK: Unable to allocate pak header for cloned pak

**Explanation** A line card is not able to allocate a pak header for a cloned pak that is used for flooding packets among bridged WAN links.

**Recommended Action** On the Cisco support website, use the online Software Advisor and check the release notes for the code you are running to determine the minimum amount of memory. If you have sufficient memory and are still seeing this error message, load the previous image on the unit to return the unit to an operational state and retrieve the information needed to report this problem. Copy the contents of the line card's **crashinfo** data from the **cwan slot/bay bootflash:** command, where slot and bay belong to the line card. When you open a TAC case, provide the line card's **crashinfo** data and the output of the **show tech** command from the router.

# CWRPSPA Messages

This section contains messages for shared port adapters (SPAs) on the Catalyst 6500 Series Switch and Cisco 7600 Series Router WAN route processor (RP).

## CWRPSPA-3

**Error Message** %CWRPSPA-3-HWIDB\_FAILURE: Creation: slot [dec] subSlot [dec] port [dec] vc [dec]

**Explanation** Failed to create a hardware interface descriptor block (HWIDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWRPSPA-3-INVALID\_PORT\_NUM: slot=[dec] port=[dec], hwidbType=[hex], max\_port\_num=[dec], Lctype=[hex]

**Explanation** The port number is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWRPSPA-3-MAX\_SPA: Power to IPSEC-SPA-2G in [chars] is denied because it has exceeded the number allowed([dec])

**Explanation** The number of IPSEC-SPA-2G port adapters in a chassis is limited. This message displays when the number of IPSEC-SPA-2G port adapters in the chassis has exceeded the limit.

**Recommended Action** Use only the number of supported IPSEC-SPA-2G port adapters.

**Error Message** %CWRPSPA-3-NO\_HOST\_INFO: slot [dec] subSlot [dec], spaType [hex]

**Explanation** Failed to get information about the host line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWRPSPA-4

**Error Message** %CWRPSPA-4-SPA\_CMD\_NO\_RESP: [chars]: No response for interface configuration command [int]

**Explanation** A timeout occurred while the RP was waiting for a response from the line card. This condition may occur when the line card CPU is too busy to respond to the configuration command.

**Recommended Action** Retry the configuration command.

**Error Message** %CWRPSPA-4-SPA\_RESP\_CMD\_MISMATCH: [chars]: Expecting response to interface configuration command [int] but received response to command [int].

**Explanation** An internal synchronization error occurred while configuring the interface. The configuration may not have succeeded.

**Recommended Action** Check that the running configuration for the interface is correct. If this message occurred on the standby, try reloading the standby to ensure that its configuration is in sync. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWRPSPA-6

**Error Message** %CWRPSPA-6-CARDRELOAD: Module [int] reload due to SPA insert in [int]/[int].

**Explanation** When inserting a SPA on the specified module, the module resets.

**Recommended Action** This message is informational. No action is required.

## CWSLC Messages

This section contains WAN SiByte Module (CWSLC) messages.

### CWSLC-3

**Error Message** %CWSLC-3-DIAGFAIL: Failed to handle diag [chars] [dec]

**Explanation** The module failed to execute a diagnostics command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWSLC-3-DIAGSKIP: Skipped diag for port [dec]

**Explanation** The module skipped diagnostics for the specified port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWSLC-3-DIAGWARNING: Backplane DIP switches settings incorrect

**Explanation** The backplane DIP switches need to be set properly.

**Recommended Action** Refer to the *7600 SIP and SPA Hardware Installation Guide* for information about how DIP switches must be set.

**Error Message** %CWSLC-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** An Enhanced FlexWAN module failed to allocate a buffer for communication with the route processor (MSFC).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWSLC-3-IPCSENFFAIL: Failed to send IPC message [chars]

**Explanation** An Enhanced FlexWAN module failed to send a message to the route processor (MSFC).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWSLC-3-LC\_ENCAP\_UPDATEFAIL: Could not update encapsulation on [chars] to [int]

**Explanation** The line card failed to update the new encapsulation that was requested. The interface data structures could not be temporarily locked to perform the encapsulation change

**Recommended Action** If the interface does not come up with the new encapsulation, remove and reconfigure the encapsulation on the interface. If the error persists after a few attempts at reconfiguration, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLC Messages

This section contains WAN Optical Services Module (CWTLC) messages.

### CWTLC-0

**Error Message** %CWTLC-0-FATAL\_EXCEPTION: [chars]

**Explanation** The OSM encountered a fatal exception.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### CWTLC-2

**Error Message** %CWTLC-2-FATAL\_ATM: [chars]

**Explanation** The OSM encountered a fatal line management interrupt. This error is not recoverable and will cause the system to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-2-PCITIMEOUT: Fatal Local I-O Bus [dec] Timeout Addr = [hex]

**Explanation** The OSM encountered a PCI timeout.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-2-PLIM\_RX: [chars]

**Explanation** The OSM encountered an FPGA error that caused a sequence error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-2-SLAVEPCI: [chars]

**Explanation** The OSM encountered a PCI error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-2-TESTCRASH: [chars]

**Explanation** The user entered a command that caused the module to fail.

**Recommended Action** No action is required.

## CWTLIC-3

**Error Message** %CWTLIC-3-ATMTXFIFO: [chars]

**Explanation** The OSM encountered an error with the FPGA that has caused the FIFO queue to exceed the maximum limit. This condition will cause the system to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_ERR: Constellation Switching Bus Interface Asic [[dec]] error: [chars]

**Explanation** The CWTLIC switching bus interface ASIC received an error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_HWERR: Constellation Switching Bus Interface Asic [[dec]] HW error: [chars]

**Explanation** The CWTLIC switching bus interface ASIC received a hardware error and will be reset.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-DMA\_ENGINE\_ASIC\_ERR: DMA Engine Asic [[dec]] error: [chars]

**Explanation** The CWTLC DMA engine ASIC received an error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-0-DMA\_ENGINE\_ASIC\_FATAL\_ERR: DMA Engine Asic[[dec]] fatal error: [chars]

**Explanation** The CWTLC DMA engine ASIC received a fatal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-ERR\_DETAIL: [chars]

**Explanation** This message provides additional error details for a previous message, which may be of use to your technical support representative.

**Recommended Action** Follow the instructions for any system messages preceding this one and be sure to include the text from this error.

**Error Message** %CWTLC-3-EXCEPTION\_ERR: [chars]

**Explanation** The OSM encountered an error exception.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-FABRIC\_INTERFACE\_ASIC\_FATAL: OSM Fabric Interface ASIC Fatal Error. ERROR CODE: [chars]

**Explanation** The OSM fabric interface ASIC received a fatal error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-FABRIC\_INTERFACE\_ASIC\_PXF: CWAN PXF Client [[dec]] Not Running

**Explanation** An ASIC device on the OSM has detected that the designated PXF client is not running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-FR\_BAD\_BRIDGING: Frame Relay: old bridge-vlan([int]) or new bridge-vlan([int]) on the bridged interface [chars] is malformed

**Explanation** This is an unexpected update from the route processor and should be ignored.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %CWTLC-3-FR\_INTLEVEL: unexpected interrupt level invocation of frame-relay handler: [chars] if\_number([dec]) dlci([dec])

**Explanation** Some feature code mistakenly invoked the module Frame Relay handler, which is designed to run at process level. This condition may lead to data corruption and a module failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-LTL\_ERR: Inconsistent port selection [hex] assignment for PXF([dec]) Vlan([dec]) on PXF([int])

**Explanation** The port selection information stored in the database is not valid.

**Recommended Action** Shut down the interface VLAN and restart the interface VLAN.

**Error Message** %CWTLC-3-MCAST\_REPL\_ENGINE\_FATAL: Multicast Replication Engine Asic Fatal Error. Resetting ASIC.

**Explanation** The OSM multicast replication engine ASIC received a fatal error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-MEDUSA\_FATAL: OSM Medusa ASIC Fatal Error. ERROR CODE: [chars]

**Explanation** The OSM Medusa ASIC received the specified fatal error.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-MEDUSAPXF: CWAN PXF Client [[dec]] Not Running

**Explanation** An ASIC device on the OSM has detected that the specified PXF client is not running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-NOMEM: [chars]

**Explanation** The OSM could not obtain statistics due to depleted memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-NO\_STATID: PXF([dec]): no stat\_id is available for statistics collection

**Explanation** The OSM has used up all resources for statistics collection. No additional resources are available for further statistics collection.

**Recommended Action** Reduce the number of features configured on the specified PXF. If conditions warrant, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-OLDIOFPGA: Upgrade your I/O FPGA

**Explanation** The OSM has an earlier release of the I/O FPGA software.

**Recommended Action** Contact your Cisco technical support representative to upgrade the I/O FPGA software.

**Error Message** %CWTLC-3-PLIM\_TX: [chars]

**Explanation** The OSM encountered an FPGA error that caused a sequence error. The module will attempt to recover from the error.

**Recommended Action** If the system recovers, no action is required. If the system does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-PORTERROR: Port control error, cmd=[chars], port=[dec]

**Explanation** The port control command function has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-SECPAIRINT: Unexpected VA/Toaster interrupt from second pair

**Explanation** The OSM experienced an unexpected interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-TITANFATAL: Titan Fatal Error. Resetting ASIC.

**Explanation** The OSM Titan ASIC received a fatal error.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-TMC\_STATID\_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

**Explanation** The WAN module received inconsistent statistics from the PXF. The PXF reported that a packet was dropped, but the PXF did not report the correct packet count.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-3-TMTRIE\_ALLOC\_FAILED: Failed to allocate toaster mtrie nodes.

**Explanation** The system encountered an error while it was attempting to allocate memory from a WAN OSM component.

**Recommended Action** Reduce the number of routes associated with a VRF identifier or upgrade the WAN OSM to a higher version.

**Error Message** %CWTLC-3-UNSUPPORTED\_LABEL\_RANGE: The maximum label range configured for this system exceeds the [int] limit supported by the OSM module.

**Explanation** The MPLS label range configured for this system is not supported. The maximum label range limit is specified in the message.

**Recommended Action** Change the maximum MPLS label range by entering the **mpls label range** command.

**Error Message** %CWTLC-3-VTMS: [chars]

**Explanation** The OSM could not schedule the wheel entry. The reason for the error is specified in the error message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-3-VTMSQ\_NOTIDLE: Queue not idle when modifying Q([hex])

**Explanation** The VTMS queue was in the process of being modified for a change in QoS configuration, but packets were still going through the queue. When the queue is being modified, there is usually no traffic in the queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLC-4

**Error Message** %CWTLC-4-ASIC\_RESET: Reset asics - [chars]

**Explanation** The ASICs on the OSM are resetting. System traffic should recover and continue normally after the module resets.

**Recommended Action** No action is required.

**Error Message** %CWTLC-4-CONST\_SWITCHING\_BUS\_INTERFACE\_ASIC\_CONFIG\_ERR: Constellation Switching Bus Interface Asic [[dec]] configuration failed after [dec] retries.

**Explanation** The CWTLC switching bus interface ASIC failed to be configured correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-4-MEDUSAERROR: Medusa Error. [chars]

**Explanation** The CWTLC Medusa ASIC received a recoverable error.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-4-PINNACLE\_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA

**Explanation** The system detected an earlier release of the I/O FPGA software. The I/O FPGA software needs to be upgraded to the latest release.

**Recommended Action** Upgrade the I/O FPGA software to the newest release. If you require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With

some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-4-PORT\_ASIC\_OLDIOFPGA: Link negotiation maybe be affected, upgrade I/O FPGA

**Explanation** An earlier version of the I/O FPGA software has been detected.

**Recommended Action** Upgrade the I/O FPGA software to the latest version. If you require assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC-4-TMC\_INVALID\_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]

**Explanation** The OSM has encountered an internal error while setting up the statistics system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLIC-5

**Error Message** %CWTLIC-5-BUS\_SEQ\_ERR: Constellation bus Sequence Error. Resetting port ASICS.

**Explanation** The SP detected a sequence error on the backplane bus of the OSM. The system called a reset sequence from the EARL to recover from this error. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-5-DATAPATH\_RECOVERY\_PATCH: EARL reset patch invoked.

**Explanation** The ASICs on the OSM were reset so that the module could recover from a bus sequence error. This condition usually occurs under heavy traffic with HA-related switchover or a module OIR operation. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC-5-FABRIC\_INTERFACE\_ASIC\_RE\_INIT: Fabric Interface Asic Re-initialize.

**Explanation** The OSM fabric interface ASIC is being reinitialized because of a system backplane bus sequence error, a fatal ASIC error, or a line card error.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CW TLC-5-MEDUSA\_RE\_INIT: Medusa Re-initialize.

**Explanation** The OSM Medusa ASIC is being reinitialized because of a system backplane bus sequence error or a fatal ASIC error on the module itself.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CW TLC-5-PENDING\_PATCH: Invoke pending data recovery patch.

**Explanation** The ASICs on the OSM line card has been reset so that it can recover from backplane switching bus sequence errors or local hardware ASIC errors. This condition is usually occurs under stress traffic with HA-related switchover or a line card OIR operation. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CW TLC-6

**Error Message** %CW TLC-6-FABRIC\_INTERFACE\_ASIC\_MODECHANGE: Fabric Interface Asic switching bus Mode changed to [chars]

**Explanation** The supervisor engine has changed the CW TLC fabric interface ASIC switching bus mode.

**Recommended Action** No action is required.

## CWTLC\_ATOM Messages

This section contains Any Transport over MPLS messages for WAN Optical Services Modules (CWTLC\_ATOM).

### CWTLC\_ATOM-3

**Error Message** %CWTLC\_ATOM-3-INTFID\_ERR: The internal interface ID [hex] for the AToM interface [chars] is invalid for the connection ID [hex]

**Explanation** The internal interface ID that is required by the OSM to establish an AToM connection is either invalid or is mismatched with the control plane MPLS data structure for this connection. The current interface ID of the OSM has lost its synchronization with the interface ID of the control plane for this connection. This condition is usually caused by unfavorable network conditions such as a failover operation and can occur during normal system operation.

**Recommended Action** Enter the appropriate AToM commands for either the Frame Relay over MPLS, Cell Relay over MPLS, AAL5 over MPLS, or Frame Relay local switching to remove the AToM connection, then add the connection again. Performing this action once should successfully reestablish the connection.

**Error Message** %CWTLC\_ATOM-3-OSM\_BB1\_CONFIG\_UNSUPPORTED: Attempt to configure Frame Relay over MPLS or Frame Relay localswitching on a non-enhanced OSM

**Explanation** Frame Relay over MPLS and Frame Relay local switching features are supported only on enhanced Optical Services Modules. Nonenhanced OSMs do not support these features.

**Recommended Action** Remove the configuration of the unsupported features, or upgrade this module to an enhanced OSM.

## CWTLC\_CHOC Messages

This section contains Cyclops Channelized OC48/OC12 (CWTLC\_CHOC) messages.

### CWTLC\_CHOC-3

**Error Message** %CWTLC\_CHOC-3-HWERROR: [chars]

**Explanation** The module hardware has experienced the specified error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLC\_CHOC\_DSX Messages

This section contains Optical Services Module (OSM) CHOC DSX LC common messages.

**Error Message** %CWTLC\_CHOC\_DSX-3-HWERROR: [chars]

**Explanation** A hardware error involving the OSM line card has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLC\_CHOCX Messages

This section contains Optical Services Module (OSM) Channelized OC12/OC3 module (CWTLC\_CHOCX) messages.

### CWTLC\_CHOCX-3

**Error Message** %CWTLC\_CHOCX-3-HWERROR: [chars]

**Explanation** The module hardware has experienced the specified error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# CWTLC\_GEWAN Messages

This section contains Gigabit Ethernet WAN module (CWTLC\_GEWAN) messages.

## CWTLC\_GEWAN-3

**Error Message** %CWTLC\_GEWAN-3-FPGA\_PROG\_FAILED: [chars] FPGA initialization failed due to [chars]

**Explanation** The FPGA could not be initialized. The cause of this condition is specified in the message text on the console or in the system log. As a result of this condition, the device is not operational and has been disabled.

**Recommended Action** Reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show module** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_GEWAN-3-GEMAC\_9K\_MODE\_FIX\_FAILED: Fix for 9k buffer mode failed for GEMAC[[dec]]

**Explanation** An error has occurred while the system was setting the GEMAC component of the Gigabit Ethernet WAN module in 9,000-buffer mode (a buffer mode that supports jumbo frames). This condition occurred on the port specified in the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_GEWAN-3-GEMAC\_INIT\_FAILED: Device initialization failed for GEMAC[[dec]]

**Explanation** An error occurred during initialization of the GEMAC device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_GEWAN-3-IF2PORT: Cannot determine port from interface [dec] for operation [dec] with [[enet]]

**Explanation** The port number could not be determined from the given interface number.

**Recommended Action** Reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show module** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_GEWAN-3-MAC\_OP\_BAD: Unknown MAC address operation [dec] with [[enet]] on port [dec]

**Explanation** The specified MAC address operation is unknown and cannot be performed.

**Recommended Action** Reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show module** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC\_GEWAN-3-PORT\_AUTONEG\_FAIL: Failed to [chars] auto-negotiation [chars] on port [dec]

**Explanation** The enabling/disabling of the auto-negotiation functionality on a GE-WAN port has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC\_GEWAN-3-PORT\_CMD\_FAIL: Port [chars] failed on port [dec]

**Explanation** A GE-WAN port command has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC\_GEWAN-3-TABLE\_ADD\_REMOVE\_FAILED: MAC address table [chars] with [[enet]] failed on port [dec]

**Explanation** The addition or removal of a MAC address from the MAC address table has failed.

**Recommended Action** Reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show module** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_GEWAN-3-ZICO\_INIT\_FAILED: Device initialization failed for Zico FPGA [[dec]]

**Explanation** An error occurred during initialization of the protocol converter FPGA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLC\_GEWAN-5

**Error Message** %CWTLC\_GEWAN-5-GEMAC\_INTR: [chars]: [chars]

**Explanation** The GEMAC component of the Gigabit Ethernet WAN module caused an error interruption.

**Recommended Action** Reload the module. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_GEWAN-5-LINKFPGA\_INTR: Index [[dec]] Cause [[hex]]: [chars]

**Explanation** The link FPGA component of the Gigabit Ethernet WAN module caused an error interruption to occur.

**Recommended Action** Reload the module. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## CWTLIC\_QOS Messages

This section contains Optical Services Module (OSM) supervisor engine line card QoS messages.

**Error Message** %CWTLIC\_QOS-3-CHUNK\_INIT\_FAIL: [chars]: [chars] allocation failed

**Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

**Recommended Action** If this message appears continuously, a memory upgrade might be required.

**Error Message** %CWTLIC\_QOS-3-CHUNK\_MALLOC\_FAIL: [chars]: chunk\_malloc for [chars] failed

**Explanation** The OSM detected a memory allocation failure. The installed amount of memory could be insufficient for the software features that are configured.

**Recommended Action** If this message appears continuously, a memory upgrade might be required.

**Error Message** %CWTLIC\_QOS-3-MISC: [chars]: [chars] [dec]

**Explanation** The OSM detected the software error event that is specified in the message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLIC\_QOS-4-STATS\_CLASS\_INFO\_INVALID: Stats process found invalid class\_info [[hex]], stat\_type [[hex]] caller\_pc [[hex]] caller\_pc1 [[hex]].

**Explanation** The OSM has detected invalid class data. This condition is transient when the policy map is modified and the update is propagated to the OSM.

**Recommended Action** If this message appears continuously, reset the line card by entering the **hw-module module <> reset** command. Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %CWTLC\_QOS-3-WRED\_CLASS\_INDEX\_NOT\_FOUND: sub-class limit has exceeded

**Explanation** The OSM supports only 29 WRED classes: 8 CS, 12 AF, 1 EF, and 8 user-defined DSCP values.

**Recommended Action** Refer to the technical documentation for more information about WRED configurations on the OSM.

## CWTLC\_RP Messages

This section contains WAN Toaster-based module route processor (CWTLC\_RP) messages.

### CWTLC\_RP-3

**Error Message** %CWTLC\_RP-3-TMEM\_IMPROPER\_SEL: Improperly nested PXF [int] memory select/deselect at nested level [int]. Value stored with select ([hex]) does not match the value passed with deselect ([hex])

**Explanation** The last PXF select operation was not followed by a deselect operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DATACORRUPTION-1

**Error Message** %DATACORRUPTION-1-UNAVAILABLE: %s, -PC= 0x%08X

**Explanation** Data corruption has been detected

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DATA\_DESCR-3

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Defer failure on %s for descriptor %u-%u/%u/%u/%u

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Encode failure: %s, descriptor type=%d

**Explanation** An internal data descriptor could not be encoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Found expired message entry for descriptor %u-%u/%u/%u

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Internal error on data descriptor queue: %s

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An error occurred during the processing of a data descriptor. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure: %0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Gather system logs and error messages at both the active and the standby units. Issue the recommended show commands at the active unit. Show data-descriptor controller. Copy the message exactly as it appears on the console or in the system log. Research and attempt to

resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure:  
%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Gather system logs and error messages at both the active and the standby units. Issue the recommended show commands at the active unit. Show data-descriptor hwidb. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure:  
%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Gather system logs and error messages at both the active and the standby units. Issue the recommended show commands at the active unit. Show data-descriptor [hwidblswidblcontroller]. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DATA\_DESCR-3-UNAVAILABLE: Lookup Failure:  
%0-8x.%0-8x.%0-8x.%0-8x.%0-8x (%u-%u/%u/%u/%u)

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer between redundant route processor units. An interface corresponding to a data descriptor index was not found on the Standby unit when it was looked up. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the failing data descriptor index. The system state between the Active and Standby units might not be properly synchronized.

**Recommended Action** Gather system logs and error messages at both the active and the standby units. Issue the recommended show commands at the active unit. Show data-descriptor [hwidblswidblcontroller]. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# DBUS Messages

This section contains data bus (DBUS) messages.

## DBCONN-3

**Error Message** %DBCONN-3-UNAVAILABLE: Bad TP name configured for server %s

**Explanation** The tpname configured for the dbconn server is not recognized by the remote database server.

**Recommended Action** Configure a TP name that is available on the remote database server. Most DB2 systems will accept the DRDA default TP name of xexcept for SQL/DS. Contact your SNA network administrator and/or your DB2 administrator to determine the TP name used by your DB2. To use the DRDA default, do not explicitly configure a TP name for your dbconn server.

**Error Message** %DBCONN-3-UNAVAILABLE: Bad license key configured for Database Connection.

**Explanation** The license key configured with the dbconn license configuration command is not valid.

**Recommended Action** Check that the license key was entered correctly in the dbconn license configuration command. Refer to the dbconn feature documentation for information on how to obtain a valid license key.

**Error Message** %DBCONN-3-UNAVAILABLE: Bad remote LU '%s' configured for server %s

**Explanation** The remote LU configured for the dbconn server is incorrect.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

**Error Message** %DBCONN-3-UNAVAILABLE: DRDA protocol error from server %s, SYNERCD x' %02X'

**Explanation** An unexpected DRDA protocol error occurred between dbconn and the remote database server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach

the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug dbconn drda command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message** %DBCONN-3-UNAVAILABLE: License is about to expire for Database and Transaction Connection.

**Explanation** This system is using a temporary key for its Database and Transaction Connection. The license is about to expire.

**Recommended Action** Contact StarQuest Software to acquire a permanent key.

**Error Message** %DBCONN-3-UNAVAILABLE: License is expired for Database and Transaction Connection.

**Explanation** This system is using a temporary key for its Database and Transaction Connection. The license is expired.

**Recommended Action** Contact StarQuest Software to acquire a permanent key.

**Error Message** %DBCONN-3-UNAVAILABLE: Number of connections for TXCONN and DBCONN is at 90%% license limit.

**Explanation** The number of allowed Database and Transaction Connection client in this system is reaching the limit.

**Recommended Action** Contact StarQuest Software to acquire more license.

**Error Message** %DBCONN-3-UNAVAILABLE: Unknown mode '%s' configured for server %s

**Explanation** The mode configured for the dbconn server was rejected by the remote database server.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

## DBCONN-5

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** An unspecified security failure has occurred. The database host system may be able to provide more specific information.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The password passed in by the client was rejected by the remote database server because it's expired.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The password passed in by the client was rejected by the remote database server.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The remote database server requires a userid and password, but the password was not provided.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The remote database server requires a userid, but the userid was not provided.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid and/or password passed in by the client were rejected by the remote database server.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid used to connect to the remote database server has been revoked.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid used to connect to the remote database server is not valid.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: All WLM routes on server %s have become unavailable. Recovery is in progress.

**Explanation** A load balanced WLM server has lost connectivity to all destinations in its server list. All client connections to this server will be rejected until a host in the complex becomes available again.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: Client %i connected to server %s has timed out after %TE.

**Explanation** The client was idle for too long, and the idle timeout configured for the dbconn server expired.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %DBCONN-5-UNAVAILABLE: WLM transport type mismatch on server %s.

**Explanation** The transport type within a server list received from a Workload Manager load balanced database does not match the transport type of the corresponding dbconn server. If the conflicting server list specifies SNA transport type, the default mode #INTER will be used to establish the connection.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

## DBUS-2

**Error Message** %DBUS-2-UNAVAILABLE: Slot %d, unknown controller type 0x%x, ignoring

**Explanation** A processor reported a controller type that is unknown to the system. The processor will not be used and needs to be repaired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DBUS-3

**Error Message** %DBUS-3-UNAVAILABLE: DBUS software not ready for slot %d after %s, elapsed %u, status 0x%x

**Explanation** An interface processor failed to come online after being reset. A software or hardware error occurred.

**Recommended Action** Please refer to Bug Toolkit on the Cisco web-site to check for existing bugs. If you do not find one, obtain the output of show tech and show log and open a TAC case.

**Error Message** %DBUS-3-UNAVAILABLE: Down rev RSP EPROM found HSA system, upgrade EPROM, or remove one RSP

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Invalid EEPROM data found for card in slot %d, card disabled

**Explanation** The ID EEPROM on the indicated card is not programmed correctly.

**Recommended Action** Call your Cisco technical support representative for a replacement.

**Error Message** %DBUS-3-UNAVAILABLE: Invalid controller type %d in slot %d

**Explanation** An interface processor responded with an unknown or illegal controller type when queried. This should not happen unless the running software does not support the interface processor in question, or the interface processor fails.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: No driver support in this image for %s in slot %d (card type %d) - disabled

**Explanation** The Cisco IOS image does not have driver support code for the specified interface processor.

**Recommended Action** Remove the unsupported interface processor card, or reload the router with a Cisco IOS image that has driver support code for that interface processor card.

**Error Message** %DBUS-3-UNAVAILABLE: No magic number found in RP1 EEPROM

**Explanation** The structure containing the system MAC address needed by the OIR facility cannot be found in the RP EEPROM. The RP must be returned for reprogramming.

**Recommended Action** Return the RP for reprogramming and call your Cisco technical support representative for assistance.

**Error Message** %DBUS-3-UNAVAILABLE: ORFS is not initialized

**Explanation** When oir-remove-failing-slot is invoked, the software attempts to initialize parameters. This initialization failed and the service will not be available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d control 0x%x, status 0x%x

**Explanation** A processor reported an error. This message is sent out in conjunction with other error messages to provide additional information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d disabled, will be restarted.

**Explanation** A processor was disabled due to an error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d has an unsuccessfully configured PA in bay %d

**Explanation** The PA in the slot is not successfully configured, either because the VIP is incompatible with it or because the IOS has no pertinent drivers.

**Recommended Action** Please refer to the documentation of the PA to get a list of compatible VIP's. If the VIP that contains the PA is listed as supported, please refer to the CCO page for IOS versions that support the PA. Otherwise, seat the PA in one of the supported VIP's and verify that the IOS version supports the PA.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d has an unsupported PA in bay %d

**Explanation** The PA in the slot is not supported, either because the VIP is incompatible with it or because the IOS has no pertinent drivers.

**Recommended Action** Please refer to the documentation of the PA to get a list of compatible VIP's. If the VIP that contains the PA is listed as supported, please refer to the CCO page for IOS versions that support the PA. Otherwise, seat the PA in one of the supported VIP's and verify that the IOS version supports the PA.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, CBus Error

**Explanation** A processor reported a bus error. The processor will be reset and not used until the next on-line insertion and removal (OIR) event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, Internal Error

**Explanation** A processor reported an internal error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, Internal Error due to VIP crash

**Explanation** A processor reported an error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Reinstall the processor or download the microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, WCS Controller Instruction Error

**Explanation** The writable control store (WCS) is the set of devices on each interface processor that contains the running microcode. It can be loaded either from the ROM on the interface processor or from the system by using the downloadable microcode facility. In this message, a processor reported a WCS controller instruction error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, WCS Controller Parity Error

**Explanation** A processor reported a WCS parity error. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Replace the processor or download microcode. If this message recurs, call your Cisco technical support representative for assistance.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, WCS controller in error state (0x%x), resetting

**Explanation** The processor in the slot identified in the error message reported a writable control store (WCS) controller error. The processor will be reset and new microcode loaded. This error message appears only when microcode is downloaded.

**Recommended Action** Reset the processor and load new microcode. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, dbus error, slot (0x%x) and complement (0x%x) do not match

**Explanation** A processor reported a mismatch between the contents of the slot register and its complement. This condition indicates a hardware failure in the diagnostic bus controller on that processor or on the diagnostic bus. The processor will be reset and not used until the next OIR event or microcode download, when it will be retested.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, error loading WCS, status 0x%x cmd/data 0x%x pos %d

**Explanation** A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, flow cntrl error loading WCS, last data 0x%x pos %d

**Explanation** A processor indicated an error condition while downloading microcode. The status, cmd/data, and pos numbers shown in the message reflect the error condition, the last byte of microcode loaded, and the position in the file, respectively. If this error appears, the microcode download is aborted and the ROM microcode is loaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: Slot %d, too many DBUS messages

**Explanation** A board in the slot identified in the error message tried to send too many logger messages.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: bad or no response, slot %u

**Explanation** A board in the slot identified in the error message failed to respond.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DBUS-3-UNAVAILABLE: ready wait timeout, slot %u

**Explanation** The field-programmable gate arrays on an interface processor failed to load after being reset. This indicates a probable software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DCU-1

**Error Message** %DCU-1-UNAVAILABLE: The maximum number of DCU ports (%d) is exceeded

**Explanation** System detected too many DCU ports.

**Recommended Action** Check the configuration.

## DCU-3

**Error Message** %DCU-3-UNAVAILABLE: %s: DCU keep-alive failure, card reset

**Explanation** Port Adapter has stopped processing keep-alives.

The system should recover. No action is required.

## DEC21140-1

**Error Message** %DEC21140-1-UNAVAILABLE: %s timed out, csr5=%#x

**Explanation** The software failed to initialize/restart a Fast Ethernet interface.

**Recommended Action** Try resetting the interface by doing a **shutdown followed by a no shutdown**. **If the message recurs, try reseating the Port Adaptor. If reseating also does not work call your technical support representative for assistance.** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The number of interfaces found was not what was expected. This possibly indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The Fast Ethernet port initialization failed. This can be caused by disconnected cabling or a failure to detect the media in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DEC21140-2

**Error Message** %DEC21140-2-UNAVAILABLE: Interface %s does not support ISL

**Explanation** ISL is not supported on the specified interface's hardware.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DEC21140-3

**Error Message** %DEC21140-3-UNAVAILABLE: %s csr0=%#x, csr5=%#x

**Explanation** The Fast Ethernet controller has signalled an error condition on the specified port. CSR5 Register Description: bit 13: Fatal Bus Error bit 11: General-Purpose Timer Expired bit 09: Receive Watchdog Timeout bit 08: Receive Process Stopped bit 07: Receive Buffer Unavailable bit 03: Transmit Jabber Timeout bit 02: Transmit Buffer Unavailable bit 01: Transmit Process Stopped bit 25:23 Error Bits (Valid only when csr5 is set) CSR5 Error Type 000 Parity error 001 Master abort 010 Target abort

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: %s doesn't support the configured duplex and speed combination

**Explanation** The Fast Ethernet port was configured for a duplex/speed combination that this particular hardware doesn't support.

**Recommended Action** Specify a different speed and duplex combination. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: %s overflow error

**Error Message** %DEC21140-3-UNAVAILABLE: %s overflow error

**Explanation** The Fast Ethernet receiver was unable to hand received data to a hardware buffer because the input rate exceeded the receiver's ability to handle the data. This could be caused by excessive system load.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** This indicates an internal software inconsistency.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: %s transmit error

**Explanation** The DEC21140 chip set operates in cut-through mode. The controller initiates the transmission before the complete packet is received by the internal FIFOs and expects that remaining portion of the packet will follow. Because of excessive traffic on the PCI or system bus, the remaining portion does not arrive on time in the internal FIFOs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The Fast Ethernet driver failed to initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: Unit %d, Tx FIFO underflow

**Explanation** The Fast Ethernet transmitter was ready to transmit before a packet was in the buffer. This could be caused by excessive system load.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-3-UNAVAILABLE: Unit %d, receive FIFO overflow

**Explanation** The Fast Ethernet receiver was unable to hand received data to a hardware buffer because the input rate exceeded the receiver's ability to handle the data. This could be caused by excessive system load.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DEC21140-5

**Error Message** %DEC21140-5-UNAVAILABLE: %s cable/connector problem?

**Explanation** The Fast Ethernet port did not find a carrier when preparing to transmit a packet, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

**Recommended Action** Check your Fast Ethernet wiring and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-5-UNAVAILABLE: %s cable/transceiver problem?

**Explanation** The Fast Ethernet port lost carrier while transmitting, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

**Recommended Action** Check your Fast Ethernet wiring and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-5-UNAVAILABLE: %s excessive collisions

**Explanation** The Ethernet Controller failed to transmit a packet because of excessive collisions. The packet was dropped. This condition can happen only in half-duplex mode and when the Ethernet segment is congested.

**Error Message** %DEC21140-5-UNAVAILABLE: %s transmit error

**Explanation** Late collisions happen when a collision occurs after transmitting the preamble. The packet will be retransmitted but this could indicate that another device is failing to detect when the network is in use.

**Recommended Action** Verify that both peers are in the same duplex mode. If this recurs, check for malfunctions in other devices on the Fast Ethernet.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DEC21140-5-UNAVAILABLE: %s transmit timed out

**Explanation** The transmitter for the port adapter's Fast Ethernet port has timed out and caused the transmission of a packet to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-5-UNAVAILABLE: Interface %s failed to remove Addr:=%e from HWAF

**Explanation** Removal of hardware address from HWAF failed. We encountered failure because search in the HWAF table failed, for the requested address. Failure should not occur, when interface is not operating in promiscuous mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-5-UNAVAILABLE: Unit %d, enormous packet received

**Explanation** A packet received via Fast Ethernet was dropped due to excessive size.

**Recommended Action** Adjust the MTU of the interface if necessary. Otherwise no action is required.

**Error Message** %DEC21140-5-UNAVAILABLE: Unit %d, excessive collisions

**Explanation** A Fast Ethernet packet has been dropped because too many attempts to transmit it were stopped by collisions. This can be caused by a Fast Ethernet segment which is full to capacity or by other equipment on the LAN malfunctioning.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DEC21140-5-UNAVAILABLE: Unit %d, jabber timeout

**Explanation** The transmitter for the port adapter's Fast Ethernet port has timed out and caused the transmission of a packet to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-5-UNAVAILABLE: Unit %d, late collision error

**Explanation** Late collisions happen when a collision occurs after transmitting the preamble. The packet will be retransmitted but this could indicate that another device is failing to detect when the network is in use.

**Recommended Action** If this recurs, check for malfunctions in other devices on the Fast Ethernet.

**Error Message** %DEC21140-5-UNAVAILABLE: Unit %d, lost carrier

**Explanation** The Fast Ethernet port lost carrier while transmitting, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

**Recommended Action** If the message recurs, check your Fast Ethernet cabling and port adapter first. If the problem cannot be located, follow these directions. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DEC21140-5-UNAVAILABLE: Unit %d, no carrier

**Explanation** The Fast Ethernet port did not find a carrier when preparing to transmit a packet, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected Fast Ethernet cabling or a transceiver failure.

**Recommended Action** Check your Fast Ethernet cabling and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DFC-1

**Error Message** %DFC-1-UNAVAILABLE: DFC in slot %d has incorrect board id of %d

**Explanation** A DFC board should have a correct board ID. Have the board cookie programmed correctly, or try a new board.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFC-1-UNAVAILABLE: DFC in slot %d has old Tulum version %d when should be %d

**Explanation** A DFC board should have the latest Tulum Version. If the Tulum version is not the latest, then board needs to be updated appropriately.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFC-1-UNAVAILABLE: DFC in slot %d has old hw rev %d.%d when should be %d.%d

**Explanation** A DFC board should have the latest revision. If the hw revision is not the latest, then board needs to be updated to the printed out version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DFC\_CARRIER-1

**Error Message** %DFC\_CARRIER-1-UNAVAILABLE: DFC Carrier in slot %d has old hw revision %d.%d when hw revision should be %d.%d.

**Explanation** A DFC carrier card should have the latest revision. If the hw revision is not the latest, then board needs to be updated to the printed out version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DEV\_SELENE Messages

This section contains messages related to the Selene FPGA device.

### DEV-SELENE-3

**Error Message** %DEV\_SELENE-3-DEV\_INIT\_FAILURE: Selene [dec] initialization failed.

**Explanation** The initialization of the Selene FPGA device on this linecard failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-EFIFO\_ECC: Selene [dec] Egress [dec] Burst FIFO Read ECC error

**Explanation** A FIFO ECC error condition was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-FIFO\_ECC: Selene [dec] Ingress [dec] [chars] Priority  
FIFO Read ECC Error

**Explanation** An ECC Error was detected while reading from a queue in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-FIFO\_FULL: Selene [dec] Ingress [dec] [chars] Priority  
FIFO Full

**Explanation** An ingress packet queue full condition was detected in a FPGA device on the linecard. This may be caused by a flow-control misconfiguration due to incorrect software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-FIFO\_SEQ: Selene [dec] Egress [dec] Burst FIFO Read  
Sequence error

**Explanation** A FIFO sequence error condition was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-INV\_POE: Selene [dec] Egress [dec] Invalid POE error, [hex]

**Explanation** An invalid Port of Exit error condition was detected in a FPGA device on the linecard. This may be caused by incorrect software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-INV\_VLAN: Selene [dec] Egress [dec] Invalid Vlan error

**Explanation** An invalid vlan error condition was detected in a FPGA device on the linecard. This may be caused by a software error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-MRX\_CRC: Selene [dec] Metropolis Rx [dec] Packet CRC Error

**Explanation** A packet checksum error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-MRX\_FCS: Selene [dec] Metropolis Rx [dec] Packet Header Checksum Error

**Explanation** A packet header checksum error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-MRX\_GNT: Selene [dec] Metropolis Rx [dec] Giant Packet Error

**Explanation** A giant frame was received in a FPGA device on the linecard. This may be due to incorrect software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-MRX\_LEN: Selene [dec] Metropolis Rx [dec] Packet Length Mismatch

**Explanation** An incorrect length was detected for packet received in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-MRX\_MIN: Selene [dec] Metropolis Rx [dec] Minimum Packet Length Error

**Explanation** A frame smaller than the minimum size was received in a FPGA device on the linecard. This may be due to incorrect software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-MRX\_SEQ: Selene [dec] Metropolis Rx [dec] Sequence Error

**Explanation** A sequence error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-SRAM\_ECC: Selene [dec] SRAM [chars] [chars] ECC error, error status: [hex]

**Explanation** An ECC error was detected in SRAM memory in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_CODE: Selene [dec] XAUI [dec] Coding Error

**Explanation** A XAUI lane coding error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_CRC: Selene [dec] XAUI [dec] Checksum Error

**Explanation** A XAUI interface checksum error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_FRM: Selene [dec] XAUI [dec] Framing error

**Explanation** XAUI interface framing error was detected on a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_GNT: Selene [dec] XAUI [dec] Giant Frame Error

**Explanation** A giant frame was detected in a FPGA device on the linecard. This may be due to incorrect software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the

Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_LEN: Selene [dec] XAUI [dec] Packet Length Error

**Explanation** A packet with bad length value was detected in a FPGA device on the linecard. This may be caused by incorrect Network Processor software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_MIN: Selene [dec] XAUI [dec] Min Packet Size Error

**Explanation** A frame smaller than the minimum allowed size was detected in a FPGA device on the linecard. This may be due to incorrect software.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_RX\_RDY: Selene [dec] XAUI [dec] Rx Rdy changed state

**Explanation** XAUI interface on a FPGA device on the linecard changed receive ready state. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_SEQ: Selene [dec] XAUI [dec] Sequence Error

**Explanation** A XAUI interface sequence error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_TX\_ECC: Selene [dec] XAUI [dec] Tx FIFO ECC error

**Explanation** A FIFO queue ECC error was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_TX\_FULL: Selene [dec] XAUI [dec] Tx FIFO Full

**Explanation** A FIFO queue full condition was detected in a FPGA device on the linecard. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DEV\_SELENE-3-XAUI\_TX\_RDY: Selene [dec] XAUI [dec] Tx Rdy changed state

**Explanation** XAUI interface on a FPGA device on the linecard changed transmit ready state. This may be caused by a hardware malfunction.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support**

command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## DEV-SELENE-5

**Error Message** %DEV\_SELENE-5-FC\_CS: Selene [dec] Channel [int] Egress Flow-control Status change

**Explanation** A flow-control status change was detected between a FPGA device and a network processor on the linecard.

**Recommended Action** No action is required.

## DFP Messages

This section contains Dynamic Feedback Protocol messages.

### DFP-4

**Error Message** %DFP-4-UNAVAILABLE: %s Application did not set pointer

**Explanation** Application passed invalid pointer to DFP subsystem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: %s Application sent too many values

**Explanation** Application sent too many values to DFP subsystem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: %s Service has not been registered with DFP.

**Explanation** No such service registered with DFP subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: %s security information in CASA packet from manager %i service %s.

**Explanation** Security check failed.

**Recommended Action** Make sure all CASA/DFP systems are configured with the same password.

**Error Message** %DFP-4-UNAVAILABLE: Could not queue request for %s for service %s

**Explanation** Could not queue request to the DFP process for specific action

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Could not start process for service %s

**Explanation** Could not start DFP Process for service %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Failure binding port %u to socket for service %s.

**Explanation** Problem with call to socket bind.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Manager %i Service %s - Unknown connection state %u

**Explanation** Unknown connection state processing DFP timer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Manager %i: Service %s - Could not parse message

**Explanation** Could not parse message from DFP Manager

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Manager %i: Service %s - Socket\_recv error %d

**Explanation** Socket\_recv error receiving message from DFP Manager

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Manager %i: Service %s - Too many read errors

**Explanation** Too many errors reading message header from DFP Manager

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Manager %i: Service %s - Unknown message type %u

**Explanation** Message from DFP Manager has unknown type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Manager %i:%u - Send failed

**Explanation** Sending a message to DFP Manager failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Process enqueue failed: %s

**Explanation** An unexpected error occurred while enqueueing a DFP element

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Service %s - Listen failed

**Explanation** Listen for DFP Manager failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Service %s - attempted to register before DFP Subsystem is up.

**Explanation** Problem with order of subsystem initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: Service %s is already intialized, cannot re-initialize

**Explanation** The application has attempted to re-initialize a service

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: The DFP packet is too small from manager %i service %s.

**Explanation** A DFP packet has been received that is too small.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DFP-4-UNAVAILABLE: The string %s exceeds 15 characters - too long for service name.

**Explanation** The user input a service string that exceeds 15 characters

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DHCPD Messages

This section contains Dynamic Host Configuration Protocol daemon (DHCPD) messages.

### DHCPD-2

**Error Message** %DHCPD-2-UNAVAILABLE: DHCP could not open UDP port %u.

**Explanation** DHCP could not open UDP port 67 (bootps).

**Recommended Action** Check if another application is using UDP port 67. If the port is available, add more memory.

**Error Message** %DHCPD-2-UNAVAILABLE: DHCP could not start its %s process.

**Explanation** DHCP could not start one of its processes.

**Recommended Action** Add more memory.

**Error Message** %DHCPD-2-UNAVAILABLE: DHCP has detected a deadlock condition (excessive read failures).

**Explanation** The DHCP server could not read bindings from any database agent. All read attempts have failed. To prevent a possible deadlock, the server has made all pool addresses available for assignment.

**Recommended Action** Verify that all URLs are correct and connectivity exists between the server and all database agents. Check for corrupt database files. All files must contain the \*time\* and \*end\* keywords. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the appropriate timeouts. Restart the DHCP server.

**Error Message** %DHCPD-2-UNAVAILABLE: Recvmsg failed unexpectedly. DHCP services have been terminated.

**Explanation** Reason for failure is unknown.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DHCPD-2-UNAVAILABLE: There is inadequate memory for DHCP services.

**Explanation** DHCP could not allocate mandatory data structures.

**Recommended Action** Add more memory.

## DHCPD-2

**Error Message** %DHCPD-3-UNAVAILABLE: DHCP could not read bindings from %s.

**Explanation** The DHCP server could not read bindings from the specified database agent.

**Recommended Action** Verify that the URL is correct and connectivity exists between the server and database agent. Check for a corrupt database file. The file must contain the \*time\* and \*end\* keywords. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the database transfer timeout.

**Error Message** %DHCPD-3-UNAVAILABLE: DHCP could not write bindings to %s.

**Explanation** The DHCP server could not write bindings to the specified database agent.

**Recommended Action** Verify that the URL is correct and connectivity exists between the server and database agent. Execute the command, show ip dhcp database. If there are aborted file transfers, increase the database transfer timeout.

## DHCPD-4

**Error Message** %DHCPD-4-UNAVAILABLE: DHCP address conflict: client %s declined %I.

**Explanation** The DHCP client has detected an address conflict. Another host is using the specified IP address. After resolving the conflict, execute the command, clear ip dhcp conflict.

**Recommended Action** Resolve the misconfiguration. Clear the conflict from the DHCP database.

**Error Message** %DHCPD-4-UNAVAILABLE: DHCP address conflict: server pinged %I.

**Explanation** The DHCP server has detected an address conflict. Another host is using the specified IP address. After resolving the conflict, execute the command, clear ip dhcp conflict.

**Recommended Action** Resolve the misconfiguration. Clear the conflict from the DHCP database.

**Error Message** %DHCPD-4-UNAVAILABLE: DHCP will run as a relay agent only.

**Explanation** DHCP could not start its database process. The server component has been disabled. Only the relay agent is active.

**Recommended Action** Add more memory.

## DHCP\_SNOOPING Messages

This section contains Dynamic Host Configuration Protocol Snooping (DHCP\_SNOOPING) messages.

### DHCP\_SNOOPING-3

**Error Message** %DHCP\_SNOOPING-3-DHCP\_SNOOPING\_INTERNAL\_ERROR: DHCP Snooping internal error, [chars]

**Explanation** A software verification test failed in the DHCP snooping process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### DHCP\_SNOOPING-4

**Error Message** %DHCP\_SNOOPING-4-AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed. [chars]

**Explanation** This message provides the reason for failure when a database transfer has failed.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-4-AGENT\_OPERATION\_FAILED\_N: DHCP snooping binding transfer failed([dec]). [chars]

**Explanation** This message provides the reason for failure when a database transfer has failed. This log message is rate limited.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-4-DHCP\_SNOOPING\_ERRDISABLE\_WARNING: DHCP Snooping received [dec] DHCP packets on interface [chars]

**Explanation** DHCP Snooping detected a DHCP packet rate limit violation on a particular interface. The interface will be error disabled.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-4-IP\_SOURCE\_BINDING\_PVLAN\_WARNING: IP source filter may not take effect on secondary vlan [dec] where IP source binding is configured. [chars]

**Explanation** If the private VLAN feature is enabled, the IP source filter on the primary VLAN will automatically propagate to all secondary VLANs.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-4-QUEUE\_FULL: Fail to enqueue DHCP packet into processing queue: [chars], the queue is most likely full and packet will be dropped.

**Explanation** DHCP packets are coming into the CPU at a much higher rate than the DHCP snooping process can handle them. These unhandled DHCP packets will be dropped to prevent system from denial of service attack.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-4-SSO\_SYNC\_ACK\_ERROR: Error is encountered in processing acknowledgement for DHCP snooping binding sync, %s. ack message txn id: 0x%x

**Explanation** An error occurred in handling the acknowledgement of DHCP snooping binding synchronization. This message is usually caused by the ACK message being ignored.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-4-STANDBY\_AGENT\_OPERATION\_FAILED: DHCP snooping binding transfer failed on the Standby Supervisor. %s

**Explanation** This message provides the reason of failure when a database transfer has failed on the standby supervisor.

**Recommended Action** No action is required.

## DHCP\_SNOOPING-5

**Error Message** %DHCP\_SNOOPING-5-DEST\_NOT\_FOUND: %s: Could not find destination port.  
Destination MAC %e

**Explanation** The switch is unable to determine the destination port for a DHCP reply. This message may be an indication of a malicious user connected to the port.

**Recommended Action** Using debug commands, identify the users that are attached to the port. Enter the **debug ip dhcp snooping mac-addr** command, where *mac-addr* is the MAC address shown in the error message. Any subsequent DHCP packet that is received with *mac-addr* as the source MAC or DHCP CHADDR (client hardware address) will cause a message to appear on the console indicating the port from which the packet originated. If the error message recurs, check the user connected to the port indicated in the debug message.

## DHCP\_SNOOPING-6

**Error Message** %DHCP\_SNOOPING-6-AGENT\_OPERATION\_SUCCEEDED: DHCP snooping database [chars] succeeded.

**Explanation** The given binding transfer has succeeded. This message is logged only once after some failure to indicate that the switch has recovered from failures.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-6-BINDING\_COLLISION: Binding collision. [dec] bindings ignored

**Explanation** The given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the system has a binding for the given MAC address and VLAN combination by the time the switch read the ignored binding from the file.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-6-INTERFACE\_NOT\_VALID: Interface not valid. [dec] bindings ignored.

**Explanation** The given number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the interface specified by the ignored binding either does not exist in the system or it's a router or DHCP snooping trusted port.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-6-LEASE\_EXPIRED: Lease Expired. [dec] bindings ignored.

**Explanation** The specified number of bindings from the database file have been ignored when the file is read. The bindings are ignored because their lease has expired.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-6-PARSE\_FAILURE: Parsing failed for [dec] bindings.

**Explanation** The specified number of bindings from the database file have been ignored when the file is read. The bindings are ignored because of parsing failures.

**Recommended Action** No action is required.

**Error Message** %DHCP\_SNOOPING-6-VLAN\_NOT\_SUPPORTED: Vlan not supported. [dec] bindings ignored.

**Explanation** The specified number of bindings from the database file have been ignored when the file is read. The bindings are ignored because the VLAN specified by the ignored binding no longer exists in the system.

**Recommended Action** No action is required.

## DHCP\_SNOOPING\_CAT3550 Messages

This section contains Dynamic Host Configuration Protocol Snooping (DHCP\_SNOOPING) messages for the Cisco Catalyst 3550.

### DHCP\_SNOOPING\_CAT3550-3

**Error Message** %DHCP\_SNOOPING\_CAT3550-3-MVR\_INSTALL: Cannot install [chars] ACLs for DHCP Snooping, probably no TCAM space

**Explanation** There is insufficient space in the TCAM to install the specified ACLs for DHCP snooping.

**Recommended Action** Reduce the number of PACLs or VACLs to make space in the TCAM.

**Error Message** %DHCP\_SNOOPING\_CAT3550-3-UNEXPECTED\_EVENT: Process received unknown event (major [hex], minor [hex]).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DHCP\_SNOOPING\_ISSU Messages

This section contains Dynamic Host Configuration Protocol Snooping (DHCP\_SNOOPING) in-service software upgrade (ISSU) messages.

### DHCP\_SNOOPING\_ISSU-2

**Error Message** %DHCP\_SNOOPING\_ISSU-2-GET\_BUFFER: DHCP Snooping ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-2-INIT: DHCP Snooping ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-2-SEND\_NEGO\_FAILED: DHCP Snooping ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-2-SESSION\_NEGO: DHCP Snooping ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The DHCP snooping ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-2-SESSION\_REGISTRY: DHCP Snooping ISSU client failed to register session information. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## DHCP\_SNOOPING\_ISSU-3

**Error Message** %DHCP\_SNOOPING\_ISSU-3-INVALID\_SESSION: DHCP Snooping ISSU client does not have a valid registered session.

**Explanation** The DHCP snooping ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-3-MSG\_NOT\_OK: DHCP Snooping ISSU client 'Message Type %d' is not compatible

**Explanation** The DHCP snooping ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-3-MSG\_SIZE: DHCP Snooping ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client was unable to calculate the MTU for the specified message. The DHCP snooping ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-3-SESSION\_UNREGISTRY: DHCP Snooping ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %DHCP\_SNOOPING\_ISSU-3-TRANSFORM\_FAIL: DHCP Snooping ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The DHCP snooping ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the DHCP snooping state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## DHCPV6C Messages

This section contains DHCPv6 client messages.

**Error Message** %DHCPV6C-3-NOPACKET: Cannot setup or duplicate a socket packet

**Explanation** An error occurred that is probably related to a resource problem within the system.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %DHCPV6C-3-NOSOCKET: Cannot create DHCPv6 client socket

**Explanation** A DHCPv6 socket could not be created. This error is probably the result of either IP not being enabled on any interface or a resource problem with the system.

**Recommended Action** Enable IP on the interface. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## DHCPV6S Messages

This section contains DHCPv6 server messages

### DHCPV6S-3

**Error Message** %DHCPV6S-3-DBNOTLOADED: Binding database not loaded

**Explanation** A DHCPv6 binding database could not be loaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DHCPV6S-3-DBOPEN: Opening [chars]: [chars]

**Explanation** A DHCPv6 binding database file could not be opened.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DHCPV6S-3-DBREAD: Reading file: [chars]

**Explanation** A DHCPv6 binding database file could not be read.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DHCPV6S-3-DBWRITE: Writing file: [chars]

**Explanation** The system could not write to a DHCPv6 binding database file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DHCPV6S-3-NOPACKET: Cannot setup or duplicate a DHCPv6 server socket packet

**Explanation** An error occurred that is probably due to a resource problem within the system.

**Recommended Action** No action is required.

# DIAG Messages

This section contains online diagnostics (DIAG) messages.

## DIAG-3

**Error Message** %DIAG-3-ALWAYS\_ENABLE\_TEST: [chars]: The users are not allow to disable monitoring for Test #[dec]

**Explanation** The specified health monitoring test cannot be disabled.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-3-FIXED\_INTERVAL\_TEST: [chars]: The users are not allow to change monitoring interval of Test #[dec]

**Explanation** The specified health monitoring test interval cannot be changed.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-3-INVALID\_DEVICE: Invalid device number : [chars]

**Explanation** The system made a diagnostics request on a device that does not exist.

**Recommended Action** Ensure that the specified device number exists and is valid.

**Error Message** %DIAG-3-INVALID\_MONITORING\_INTERVAL: [chars]: The [chars] [ID=[dec]] monitoring interval must be at least [dec] millisec

**Explanation** The specified test monitoring interval is too small.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-3-INVALID\_TEST: Invalid test: [chars]

**Explanation** A test that does not exist was requested. [chars] describes the test.

**Recommended Action** Ensure the specified test is supported by the switching module. The list of available tests and their associated test IDs can be retrieved using the **show diagnostic content** command.

**Error Message** %DIAG-3-MONITOR\_DISABLE: [chars]: The monitoring test:[dec] is disable since default interval is Zero

**Explanation** The specified test is no longer a health-monitoring test.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-3-MONITOR\_INTERVAL\_ZERO: [chars]: Monitoring interval is 0. Cannot enable monitoring for Test #[dec]

**Explanation** The system cannot enable health monitoring for the specified test because the interval is set to zero.

**Recommended Action** Reset the health monitoring interval for the test, and reenable health monitoring.

**Error Message** %DIAG-3-NOT\_MONITORING\_TEST: [chars]: The test:[dec] cannot be used as health monitoring test

**Explanation** The specified test is not a health-monitoring test.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-3-TEST\_SKIPPED: [chars]: [chars]{ID=[dec]} is skipped

**Explanation** The diagnostic test cannot be run.

**Recommended Action** No action is required. The system is working properly.

## DIAG-4

**Error Message** %DIAG-4-CONFIG\_REAPPLY: Please reapply config command [chars] after the card is online.

**Explanation** This message appears when the specified configuration command cannot be applied. [chars] is the configuration command that you must reapply.

**Recommended Action** The system is working properly and the specified command cannot be applied. Reapply the configuration command after the module is online.

## DIAG-6

**Error Message** %DIAG-6-SCHEDULE\_IS\_REMOVED: [chars]: Schedule Diagnostic for [[chars] [chars] [dec]:[dec].] is removed

**Explanation** The scheduled online diagnostics test was removed because the test is no longer applicable.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-6-SIMULATED\_TEST\_RESULT: [chars]: [chars] test result is simulated.

**Explanation** The result of the specified test is simulated. The message does not indicate a software or hardware fault. The first [chars] is the message notification and the second [chars] is the test name.

**Recommended Action** No action is required. The test failure is simulated as specified by the user.

**Error Message** %DIAG-6-SKIP\_ONDEMAND\_ACTIVE\_TO\_STANDBY\_TEST: [chars]: [chars] cannot be executed.

**Explanation** The diagnostics test is bypassing the specified redundant test because the redundant test cannot be executed.

**Recommended Action** No action is required. The system is working properly.

**Error Message** %DIAG-6-TEST\_SKIPPED\_FROM\_ACTIVE: [chars]: [chars] cannot be executed from active supervisor.

**Explanation** The specified test cannot be run from the active supervisor engine.

**Recommended Action** No action is required. The test cannot be run, but the system is working properly.

## DIALER-2

**Error Message** %DIALER-2-UNAVAILABLE: Dialer count 0 on %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DIALER-2-UNAVAILABLE: No software interface associated with hw interface %s

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative and report the error message, the system version, and the router configuration. (Use the show version command to obtain the software version.)

**Error Message** %DIALER-2-UNAVAILABLE: Unexpected null pointer in %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DIALER-4

**Error Message** %DIALER-4-UNAVAILABLE: Current MTU setting of %d on %s is being overwritten by setting of %d defined by %s.

**Explanation** This is a warning message indicating that an interface setting is changed based on a dialer rotary group membership.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DIALER-6

**Error Message** %DIALER-6-UNAVAILABLE: Interface %s bound to profile %s

**Explanation** This is a status message indicating that a dialer interface has been bound to a dialer profile.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DIALER-6-UNAVAILABLE: Interface %s unbound from profile %s

**Explanation** This is a status message indicating that a dialer interface has been unbound to a dialer profile.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DIALPEER\_DB-3

**Error Message** %DIALPEER\_DB-3-UNAVAILABLE: Addition of dial-peers limited by available memory

**Explanation** The available memory does not permit the addition of more dial-peers.

**Recommended Action** Increase the processor memory in order to be able to add more dialpeers.

**Error Message** %DIALPEER\_DB-3-UNAVAILABLE: Addition of dial-peers limited by platform

**Explanation** This platform does not permit the addition of more dial-peers.

**Recommended Action** Reduce the number of dial-peers in your numbering plan.

## DIALPEER\_DB-6

**Error Message** %DIALPEER\_DB-6-UNAVAILABLE: Addition of too many dial-peers may affect performance

**Explanation** The number of dial-peers is high. This will have an effect on the dial-peer lookup time, resulting in longer call setup time.

**Recommended Action** Use the minimum number of dial-peers necessary for your numbering plan.

## DIALSHELF-2

**Error Message** %DIALSHELF-2-UNAVAILABLE: %s slot %d after %d secs in state '%s'

**Explanation** The specified dial shelf slot timed out as per the message. Either a software or a hardware component has failed.

**Recommended Action** Try removing and reinserting the card. If that does not help, try a different card. If problem persists, contact your technical support representative.

**Error Message** %DIALSHELF-2-UNAVAILABLE: Card type %d in slot %d

**Explanation** The software does not have a driver for the card in specified slot.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIALSHELF-2-UNAVAILABLE: DSC in slot %d changes state to down.

**Explanation** DSC in dial shelf went down.

**Recommended Action** Try to bring up that DSC by 1) Check LCD and LEDs of the DSC. 2) Check RS DSC connection. If none of above works, please report it to your technical support representative.

## DIALSHELF-3

**Recommended Action** representative.

**Error Message** %DIALSHELF-3-UNAVAILABLE: %s (%d)

**Explanation** The router shelf received an invalid message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIALSHELF-3-UNAVAILABLE: Invalid change from %s (%d) to %s (%d) for slot %d

**Explanation** The software detected an invalid state change for the specified slot. This is a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIALSHELF-3-UNAVAILABLE: Unknown event %d for slot %d

**Explanation** The software generated an unknown event for the specified slot. This is a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIALSHELF-3-UNAVAILABLE: Unknown message type %d from DSC

**Explanation** The router shelf received an unknown message from the DSC in the dial shelf. This is a software error or compatibility issue. Check the software versions on the router shelf and the DSC.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## DIALSHELF-4

**Error Message** %DIALSHELF-4-UNAVAILABLE: Number of %s may exceed recommended configuration

**Explanation** On NPE200 more than one CT3 or more than two T1/E1 are installed, this exceeds the recommended configuration.

**Recommended Action** Stay within recommended limit of CT3/T1/E1, or install split dial-shelf configuration or upgrade router-shelf to NPE300.

## DIALSHELF-6

**Error Message** %DIALSHELF-6-UNAVAILABLE: Reload requested for card in shelf %d slot %d.

**Explanation** The command 'hw-module slot / reload' was entered. This is a confirmation that the command is being processed.

**Recommended Action** None

## DIGISIGN-2

**Error Message** %DIGISIGN-2-UNAVAILABLE: %%CRITICAL: System identified a mismatch between the show version output and the key type used in signing. %s is a signed %s software

**Explanation** System identified a mismatch in software type. This might be a modified software.

**Recommended Action** Do not use this file. The file might be corrupted or modified. Open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), and contact your Cisco technical support representative with the image and version information you have gathered.

**Error Message** **DIGISIGN-3** %DIGISIGN-3-UNAVAILABLE: %%ERROR: Digital signature is not valid for file %s

**Explanation** The specified Cisco IOS Software image has an invalid digital signature. A valid digital signature ensures the integrity of the image.

**Recommended Action** Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), and contact your Cisco technical support representative with the information you have gathered.

**Error Message** %DIGISIGN-3-UNAVAILABLE: %%ERROR: Failure in processing signature envelope for system image: %s

**Explanation** The loaded Cisco IOS software image has an invalid digital signature envelope. A valid digital signature envelope ensures the integrity of the image. The loaded Cisco IOS software image might be corrupted or modified. The failure type is one of the following: (1) Signature envelope version is not supported (2) Duplicate entries are found in signature envelope (3) Signature envelope is incomplete (4) Invalid image type (5) Invalid length in signature envelope (6) Invalid pad bytes (7) Invalid signature length (8) Unable to allocate memory (9) Invalid type in signer ID (10) Invalid signer ID length (11) Unknown signature algorithm (12) Invalid key type

**Recommended Action** Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), and contact your Cisco technical support representative with the image and version information you have gathered.

**Error Message** %DIGISIGN-3-UNAVAILABLE: %%ERROR: No keys found for verifying the digital signature in file %s

**Explanation** No keys found in the device key storage for validating the digital signature. A valid key is needed to validate the digital signature in the image.

**Recommended Action** The device does not have a valid key to verify the digital signature. Open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), and contact your Cisco technical support representative with the information you have gathered.

**Error Message** %DIGISIGN-3-UNAVAILABLE: Cannot verify %s, as it is signed with development key

**Explanation** The software image cannot be verified because it is signed with a development key.

**Recommended Action** To allow booting a development-signed image, use the software authenticity development command

## DIGISIGN-4

**Error Message** %DIGISIGN-4-UNAVAILABLE: %%WARNING: Digital signature is not found in file %s

**Explanation** The specified image file does not have a digital signature. Only Cisco IOS Software Images are digitally signed. If you enter **verify**, **copy**, or **reload** command, and the specified file is not a digitally signed Cisco IOS Software Image the system displays this warning message because the file does not have a signature. A valid digital signature ensures the integrity of the image.

**Recommended Action** If the specified file is an unsigned Cisco IOS Software image be cautious when deciding whether or not to use this file. The system will not boot using this image.

**Error Message** %DIGISIGN-4-UNAVAILABLE: %%WARNING: Digital signature verification failed for file %s: %s

**Explanation** Validation failure due to invalid key while verifying the digital signature.

**Recommended Action** Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), and contact your Cisco technical support representative with the device information you have gathered.

**Error Message** %DIGISIGN-4-UNAVAILABLE: %%WARNING: Digital signature verification failed for file %s: %s

**Explanation** Validation failure while verifying the digital signature.

**Recommended Action** Do not use this file. The file might be corrupted or modified. Please attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), and contact your Cisco technical support representative with the information you have gathered.

**Error Message** %DIGISIGN-4-UNAVAILABLE: %s signed with development key will not be booted

**Explanation** With this configuration enabled, the system will be unable to boot software that is signed with a development key.

**Recommended Action** Use the [no] form of this configuration (no software authenticity development) to correct the condition.

**Error Message** %DIGISIGN-6-UNAVAILABLE: %s

**Explanation** System identified a key version mismatch between the key which was used to sign the image and the keys stored on the device

**Recommended Action** If the image is signed with a key version newer than the device keys, then follow the procedure for key revocation, which is documented at [cisco.com](http://cisco.com). If the image is signed with a key version that is now obsolete, please obtain the latest signed copy of this image from [cisco.com](http://cisco.com).

## DIRECTOR-3

**Error Message** %DIRECTOR-3-UNAVAILABLE: %s can not create ip alias

**Explanation** Most likely a resource problem within the system.

**Recommended Action** Reboot the system as soon as possible. If the problem continues to occur, report it to your technical support representative.

**Error Message** %DIRECTOR-3-UNAVAILABLE: %s port in use

**Explanation** The IP address requested has been found to be already in use on some interface connected to the system or within the system itself.

**Recommended Action** Either select another IP address for use, or locate the system making use of this address and reconfigure it to use another.

**Error Message** %DIRECTOR-3-UNAVAILABLE: %s unable to create socket

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIRECTOR-3-UNAVAILABLE: %s unable to write to socket

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIRECTOR-3-UNAVAILABLE: DRP %i was down %TE ago in the last %d minute period ! There may be problems related to this DRP agent.

**Explanation** The remote DRP agent has not responded within the time period reported

**Recommended Action** Make sure the remote DRP agent is running and that it is accessible from the system reporting the problem.

**Error Message** %DIRECTOR-3-UNAVAILABLE: Excessive HTTP request overloading: dropping HTTP req from .

**Explanation** HTTP requests are overloading the web redirector

**Recommended Action** Web redirector is automatically discarding HTTP request traffic.

**Error Message** %DIRECTOR-3-UNAVAILABLE: Metric %s referenced but not found

**Error Message** %DIRECTOR-3-UNAVAILABLE: Server error ('%s'), Code %d - %s

**Explanation** The HTTP return code indicates a server failure error

**Recommended Action** Check the URL configured. Check the configured HTTP server.

**Error Message** %DIRECTOR-3-UNAVAILABLE: URL is elsewhere ('%s'), Code %d - %s

**Explanation** The HTTP return code indicates the page is not actually on this server

**Recommended Action** Check the URL configured. Check the configured HTTP server.

**Error Message** %DIRECTOR-3-UNAVAILABLE: plug-in returned orphan status

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DIRECTOR-3-UNAVAILABLE: unable to create %s process

**Explanation** Most likely a resource problem within the system.

**Recommended Action** Reboot the system as soon as possible. If the problem continues to occur, report it to your technical support representative.

## DIRECTOR-5

**Error Message** %DIRECTOR-5-UNAVAILABLE: server %i (on port %d) has gone %s

**Explanation** The remote server has gone up or down

**Recommended Action** None.

## DIRECTOR-6

**Error Message** %DIRECTOR-6-UNAVAILABLE: answer type %s host %s cli %i id# %d none

**Explanation** DNS reply logging: no server found.

**Recommended Action** None.

**Error Message** %DIRECTOR-6-UNAVAILABLE: answer type %s host %s cli %i id# %d svr %i

**Explanation** DNS reply logging with server found.

**Recommended Action** None.

**Error Message** %DIRECTOR-6-UNAVAILABLE: no answer for (host %s cli %i type %s id# %d) %s

**Explanation** No server found.

**Recommended Action** None.

**Error Message** %DIRECTOR-6-UNAVAILABLE: query type %s host %s cli %i id# %d

**Explanation** DNS query logging.

**Recommended Action** None.

**Error Message** %DIRECTOR-6-UNAVAILABLE: select %i (host %s cli %i type %s id# %d) %s

**Explanation** Report server selection process.

**Recommended Action** None.

## DLC-2

**Error Message** %DLC-2-UNAVAILABLE: no memory for %s

**Explanation** There was not enough free memory to complete the operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DLC-3

**Error Message** %DLC-3-UNAVAILABLE: Close Station, invalid P\_CEP

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLC-3-UNAVAILABLE: Function %s: value %#x passed in parameter %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLC-3-UNAVAILABLE: unknown port type %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DIAG-SP

**Error Message** %DIAG-SP-6-DIAG\_OK: %s: Passed %s

**Explanation** The diagnostic tests did not detect any error on the card.

**Recommended Action** This is an informational message stating that the line card passed the diagnostic tests.

**Error Message** %OIR-SP-6-DOWNGRADE\_EARL: Module %d %s installed is not identical to system PFC and will perform at current system operating mode.

**Explanation** The PFC/DFC module is at a higher hardware revision than the level of the system PFC. The PFC/DFC module will operate at the same level as that of the system PFC.

**Recommended Action** No action is required.

**Error Message** %DIAG-SP-6-RUN\_MINIMUM: %s: Running Minimal Diagnostics...

**Explanation** Minimum Diagnostic is running on the card

**Recommended Action** This is an informational message and the system is working properly.

## DLSWC Messages

This section contains Data-link Switching System messages.

### DLSWC-3

**Error Message** %DLSWC-3-UNAVAILABLE: %s %d

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s Bad clsi SAP id = %x %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s Invalid confirm %s %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s Invalid indication %s, %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s Invalid ret code (0x%x) %s, %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: %s primitive not valid for dlsw %s %s

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: SSP OP = %d(%s) %s from %s

**Explanation** A Silicon Switch Program (SSP) frame was received from the remote peer.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWC-3-UNAVAILABLE: SSP OP = %d(%s) %s to %s %s

**Explanation** A Silicon Switch Program (SSP) frame was sent to the remote peer.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWC-3-UNAVAILABLE: bad peer op in peer\_to\_core %d

**Explanation** A data-link switching system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWC-3-UNAVAILABLE: bad ssp hdr in proc ssp - %s = 0x%x

**Explanation** A Silicon Switch Processor (SSP) header received from the remote peer contains errors in one of the fields.

**Recommended Action** If the remote peer is a nonCisco router, confirm that it supports the DLSw RFC 1795 standard.

## DLSWMasterSlave

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s %x from %e

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s from %e

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s, %s

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s: %s

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s: %s from %e

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DLSWMasterSlave-3-UNAVAILABLE: %s: %s to %e

**Explanation** DLSw Master-Slave Error

**Recommended Action** LOG\_STD\_NO\_ACTION

## DLSWP Messages

### DLSWP-3

**Error Message** %DLSWP-3-UNAVAILABLE: %s %d; %s

**Explanation** The largest frame size configured in the DLSW remote peer definition is being changed because the MTU size configured on the interface, used by DLSW, is less than the configured value of the largest frame on DLSW remote peer definition. The largest frame size is being changed to that configured on the interface.

**Recommended Action** If you wish to use this largest frame size for DLSW, increase the MTU on the interface to a value larger than the configured largest frame size.

**Error Message** %DLSWP-3-UNAVAILABLE: %s %s

**Explanation** A DLSW peer failed: - keepalive failure, dlsw between cisco peers is sending a peer keepalive by default every 30 sec. After missing 3 consecutive keepalives the peer is taken down. - We are not promiscuous, Rej conn from peer a.b.c.d The local dlsw peer is not configured for promiscuous and we receive a request to open a dlsw peer for which we have no corresponding dlsw

remote peer statement. - received tcp fini, dlsw peer code has received a tcp fini from the underlying tcp subsystem. To obey the tcp fini dlsw wring bring down the peer connection for which the tcp fini was received.

**Recommended Action** - keepalive failure Check end to end connectivity between the DLSW peers - We are not promiscuous, Rej conn from peer a.b.c.d correct your configuration. - received tcp fini, Check the underlying tcp connection between the two dlsw peers.

**Error Message** %DLSWP-3-UNAVAILABLE: %s

**Explanation** A general error condition was detected as described in the message text. This error should not cause any network problems unless it happens repeatedly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWP-3-UNAVAILABLE: %s: %s

**Explanation** Priority keyword was used on one router but not on the other. The priority keyword is an option on the DLSW remote peer definition. If priority keyword is used on one router, it must be used on the other.

**Recommended Action** If you wish to use prioritization, use it on both routers.

**Error Message** %DLSWP-3-UNAVAILABLE: %s: invalid %s %d

**Explanation** A bad parameter value was passed to function chars1 - invalid parameter chars2 with value. This error should not cause any network problems unless it happens repeatedly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DLSWP-3-UNAVAILABLE: No memory to %s

**Explanation** The router ran out of system memory for operation, as described in the message text. Most likely, the router image requires more system memory (RAM) than the router contains.

**Recommended Action** Consult with your Cisco technical support representative about memory requirements for a specific image.

**Error Message** %DLSWP-3-UNAVAILABLE: passive open failed from %i(%d) - %d

**Explanation** The system does not have enough main memory (RAM) for TCP to allocate the data structures required to accept an incoming TCP connection. Most likely, the router image requires more system memory (RAM) than the router contains.

**Recommended Action** Consult with your Cisco technical support representative about memory requirements for a specific image.

**Error Message** %DLSWP-3-UNAVAILABLE: uninitialized peer %s from %i(%d) to %i(%d)

**Explanation** DLSw received a packet on an uninitialized peer connection.

**Recommended Action** Verify configuration and DLSw peer status on both routers.

## DLSWP-5

**Error Message** %DLSWP-5-UNAVAILABLE: %s %s

**Explanation** A DLSW peer is either connected or disconnected

**Recommended Action** None, informational message only.

## DM Messages

This section contains Dispatch Manager (DM) messages.

### DM-1

**Error Message** %DMA-1-UNAVAILABLE: DRQ stalled. Dumping DRQ.

**Explanation** The path from VIP to backplane has stalled. The DRQ table is being dumped for debugging

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the hex dump following this message

**Error Message** %DMA-1-UNAVAILABLE: Empty packet is being sent to backplane.  
particle\_ptr=%#x

**Explanation** drq\_io receives a packet that has particle count 0. coding error -- hurt performance

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the show log on the reporting VIP

**Error Message** %DMA-1-UNAVAILABLE: Giant detected; size %d

**Explanation** This error message appears only in custom built images when a sanity check fails. A packet that was too large was sent over the backplane by a VIP.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show tech.

**Error Message** %DMA-1-UNAVAILABLE: Not enough pci memory left over for DMA

**Explanation** Misconfiguration has resulted in overutilization of PCI memory

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show diag and show controller cbus

**Error Message** %DMA-1-UNAVAILABLE: Not enough processor memory left over for DMA

**Explanation** Misconfiguration has resulted in overutilization of memory

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the output of show diag and show controller cbus

## DM-3

**Error Message** %DMA-3-UNAVAILABLE: pak not cleaned up by Egress processing (appId %d)

**Explanation** After dtq dispatched a packet to Egress processing, packet is not cleaned up by application

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible also provide the show log on the reporting VIP

## DMB-0

**Error Message** %DMB-0-UNAVAILABLE: %s

**Explanation** DMB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMA Messages

This section contains dynamic memory access (DMA) messages.

## DMA-3

**Error Message** %DMA-3-DTQ\_DISPATCH\_DIRTY\_PAK: pak not cleaned up by Egress processing (appId [dec])

**Explanation** After DTQ dispatched a packet to egress processing, the packet was not cleaned up by the application.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the **show log** on the reporting VIP.

# DMB Messages

This section contains Dynamic Message Broker (DMB) messages.

## DMB-0

**Error Message** %DMB-0-DMB\_EMERG: %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMB-1

**Error Message** %DMB-1-DMB\_ALERT: %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMB-2

**Error Message** %DMB-2-DMB\_CRIT: %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMB-3

**Error Message** %DMB-3-DMB\_ERR: %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMB-4

**Error Message** %DMB-4-DMB\_WARNING: %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMB-5

**Error Message** %DMB-5-DMB\_NOTICE: %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMB-6

**Error Message** %DMB-6-DMB\_INFO: %s

**Explanation** This message displays information from the Dynamic Message Broker (DMB).

**Recommended Action** No action is required.

## DMB-7

**Error Message** %DMB-7-DMB\_ASSERT: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** An internal error occurred in the Dynamic Message Broker (DMB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMTDSL-1

**Error Message** %DMTDSL-1-UNAVAILABLE: DMTDSL(%d/%d), Init failed, %s

**Explanation** The ADSL network module hardware may be bad

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DMTDSL-3

**Error Message** %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), Could not find ATM interface.

**Explanation** The DSL network module hardware may be bad

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), Hardware failed self test

**Explanation** The DSL chipset failed its self test

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), Out of memory

**Explanation** The router does not have enough memory installed to run this image

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DMTDSL-3-UNAVAILABLE: DMTDSL(%d/%d), interface not initialized.

**Explanation** The ATM network module hardware may be bad

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DMTDSL-3-UNAVAILABLE: DMTDSL, Could not find ATM interface.

**Explanation** The DSL network module hardware may be bad

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# DNET Messages

## DNET-3

**Error Message** %DNET-3-UNAVAILABLE: Hello type %x for my address from %d.%d via %s

**Explanation** The system is receiving its own DECnet packets. Either a serial line is looped back or another host with the same DECnet address is already present on the LAN.

**Recommended Action** Check the serial lines (if present) and the DECnet configuration.

**Error Message** **DNET-4** %DNET-4-UNAVAILABLE: Duplicate DECnet Accounting List Entry for nodes %d.%d - %d.%d

**Explanation** A synchronization problem has occurred whilst a new transit DECnet Accounting List Entry was being added and a duplicate entry has been found.

**Recommended Action** Show decnet accounting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DNET-4-UNAVAILABLE: Map entry %d.%d conflicts with adjacency to %d.%d

**Explanation** Your DECnet configuration is incorrect. A host that is specified as nonlocal is present on your local network.

**Recommended Action** Correct the configuration. Call your technical support representative if you need assistance.

## DNSERVER-3

**Error Message** %DNSSERVER-3-UNAVAILABLE: Bad DNS query from %i

**Explanation** A client sent a DNS query to the server which has been found to be incorrectly formatted.

**Recommended Action** Check the DNS server and the network attached to it.

**Error Message** %DNSSERVER-3-UNAVAILABLE: Can't initialize DNS server

**Explanation** Internal problems with initializing ports for the DNS server

**Recommended Action** Make sure the DNS server port is available on the local machine.

**Error Message** %DNSSERVER-3-UNAVAILABLE: DNS query from %i too short

**Explanation** A client sent a short DNS query packet to the server

**Recommended Action** Check the client and the network attached to it.

**Error Message** %DNSSERVER-3-UNAVAILABLE: Low available memory: dropping from .

**Explanation** There is not enough free memory to handle DNS queries.

**Recommended Action** DNS server is automatically discarding DNS request traffic.

**Error Message** %DNSSERVER-3-UNAVAILABLE: Low available memory: dropping TCP request from .

**Explanation** There is not enough free memory to handle DNS queries.

**Recommended Action** DNS server is automatically discarding DNS request traffic.

**Error Message** %DOSFS-3-UNAVAILABLE: %s %s

**Explanation** disk could not be reset while the system is initiated reload. This will cause a transient disk error, disk timeout error, when the ROMMON initialization code tries to reads the DIB. This is a transient error and the system will be able to access the disk and continue normal operation.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DOSFS Messages

This section contains DOS file system (DOSFS) messages.

### DOSFS-3

**Error Message** %DOSFS-3-RESETERR: [chars] [chars]

**Explanation** The disk could not be reset while the system has initiated reload. A transient disk error or disk timeout error will occur when the ROMMON initialization code tries to reads the device information block. This is a transient error and the system will be able to access the disk and continue normal operation.

**Recommended Action** No action is required.

## DOSFS-4

**Error Message** %DOSFS-4-DFS\_FSCK\_ERR: Error while running fsck on the file [chars].

**Explanation** The file system consistency check (fsck) program became stuck in a loop while walking through the cluster chain of a file and has aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DOSFS-5

**Error Message** %DOSFS-5-DFS\_CLOSE\_ERR: Error during close of the file [chars].  
[chars]

**Explanation** An error occurred during a file-close operation.

**Recommended Action** Enter the **fsck filesystem prefix:** command to check and attempt to repair the disk. If this does not fix the problem, format the disk.

**Error Message** %DOSFS-5-DIBERR: [chars] [chars]

**Explanation** The system cannot boot an image from the flash disk because the device information block (DIB) is different. The flash disk can be read by the router, but will require formatting by the router before an image can be booted from it.

**Recommended Action** Follow any instructions provided in the error message. Before storing an image to the flash disk and trying to boot from this device, enter the **format** command to format the flash disk from the router. Copy the desired image to the flash disk and boot from the device.

# DOT1AD Messages

This section contains 801.1ad messages.

## DOT1AD-4

**Error Message** %DOT1AD-4-DOT1QTUNNEL\_PORT: Port %s is a dot1q-tunnel port, it conflicts with Dot1ad configuration

**Explanation** IEEE 802.1ad configuration cannot coexist with 802.1q tunnel ports.

**Recommended Action** Disable the 802.1q tunnel configuration on the ports before enabling 802.1ad.

**Error Message** %DOT1AD-4-DOT1X\_PORT: Port %s is configured for DOT1X, it conflicts with Dot1ad configuration

**Explanation** IEEE 802.1ad configuration cannot coexist with 802.1X enabled ports.

**Recommended Action** Disable the 802.1X configuration on the ports before enabling 802.1ad.

**Error Message** %DOT1AD-4-ETHERTYPEMISMATCH\_PORT: Port %s ethertype cannot be changed to Dot1ad ethertype, it conflicts with Dot1ad configuration

**Explanation** The Ethertype on the port cannot be changed to 802.1ad Ethertype.

**Recommended Action** Replace the module with a unit that supports Ethertype change, or power down the module before enabling 802.1ad.

**Error Message** %DOT1AD-4-L2PT\_PORT: Port %s is a l2protocol-tunnel port, it conflicts with Dot1ad configuration

**Explanation** IEEE 802.1ad configuration cannot coexist with a Layer 2 protocol tunnel port.

**Recommended Action** Disable the Layer 2 protocol tunnel configuration on the port before enabling 802.1ad.

**Error Message** %DOT1AD-4-LACP\_PORT: Port %s is a part of an LACP channel, it conflicts with Dot1ad configuration

**Explanation** IEEE 802.1ad configuration cannot coexist with LACP ports.

**Recommended Action** Disable the LACP configuration on the port before enabling 802.1ad.

**Error Message** %DOT1AD-4-OAM\_PORT: Port %s is configured for OAM, it conflicts with Dot1ad configuration

**Explanation** IEEE 802.1ad configuration cannot coexist with OAM-enabled ports.

**Recommended Action** Disable the OAM configuration on the port before enabling 802.1ad.

**Error Message** %DOT1AD-4-PLATFORM\_RESOURCE\_UNAVAILABLE: Platform does not have resources to support dot1ad configuration

**Explanation** The hardware match registers required by 802.1ad are not available.

**Recommended Action** Unconfigure the features that use the match registers (such as CFM or CGVRP) before enabling 802.1ad.

**Error Message** %DOT1AD-4-STP\_CONFLICT: STP mode conflicts with Dot1ad configuration as it is not in MST mode

**Explanation** The current Spanning Tree Protocol (STP) mode conflicts with the 802.1ad configuration.

**Recommended Action** Change the STP mode to Multiple Spanning Tree (MST) before enabling 802.1ad.

## DOT1Q\_TUNNELLING Messages

This section contains 801.1Q tunnelling messages.

### DOT1Q\_TUNNELLING-4

**Error Message** %DOT1Q\_TUNNELLING-4-MTU\_WARNING:  
System MTU of [dec] might be insufficient for 802.1Q tunnelling.  
802.1Q tunnelling requires system MTU size of [dec] to handle maximum size ethernet frames.

**Explanation** The system MTU setting might not be a large enough value to support 802.1Q tunnelling. When 802.1Q tunnelling is being used, the system MTU setting might need to be adjusted to add the 4-byte overhead associated with the additional 802.1Q tag.

**Recommended Action** Enter the **system mtu** command in global configuration mode to adjust the system MTU setting to take into account the additional 802.1Q tag.

# DOT1X Messages

This section contains IEEE 802.1X (DOT1X) messages.

## DOT1X-4

**Error Message** %DOT1X-4-UNKN\_ERR: An unknown operational error occurred.

**Explanation** The 802.1X process cannot operate due to an internal system error.

**Recommended Action** Reload the device.

## DOT1X-5

**Error Message** %DOT1X-5-DROP\_MAC: Disallowed MAC address [enet] trying to authenticate.

**Explanation** Authentication using 802.1X is not allowed for a host whose MAC address is configured as a drop entry in the MAC address table.

**Recommended Action** Remove the drop entry if this host is to be allowed access.

**Error Message** %DOT1X-5-ERR\_INVALID\_AAA\_ATTR: Got invalid AAA attribute settings [chars]

**Explanation** The authorization settings that were obtained are either unsupported or are invalid.

**Recommended Action** Change the value so that the correct settings are obtained.

**Error Message** %DOT1X-5-ERR\_INVALID\_TUNNEL\_MEDIUM\_TYPE: Got an invalid value [chars] for TUNNEL\_MEDIUM\_TYPE [chars]

**Explanation** The provided TUNNEL\_MEDIUM\_TYPE is either unsupported or invalid.

**Recommended Action** Change the tunnel medium type value to one that is supported.

**Error Message** %DOT1X-5-ERR\_INVALID\_TUNNEL\_TYPE: Got an invalid value of [chars] for TUNNEL\_TYPE [chars]

**Explanation** The provided TUNNEL\_TYPE is either unsupported or invalid.

**Recommended Action** Change the tunnel type value to one that is supported.

**Error Message** %DOT1X-5-ERR\_PER\_USR\_IP\_ACL: Applied per-user IP ACL was unsuccessful on interface [chars]

**Explanation** The 802.1X process could not successfully apply a per-user IP ACL. A possible reason for this condition could be an invalid per-user base (or pub) ACL from the RADIUS server.

**Recommended Action** Examine the per-user base configuration for the RADIUS server and configure a correct one.

**Error Message** %DOT1X-5-ERR\_PER\_USR\_MAC\_ACL: Applied per-user MAC ACL was unsuccessful on interface [chars]

**Explanation** The 802.1X process could not successfully apply a per-user MAC ACL. A possible reason for this condition could be an invalid per-user base (or pub) ACL from the RADIUS server.

**Recommended Action** Examine the per-user base configuration for the RADIUS server and configure a correct one.

**Error Message** %DOT1X-5-ERR\_PVLAN: Dot1x cannot be enabled on private vlan port [chars]

**Explanation** 802.1X could not be enabled on the specified private VLAN port. This condition was caused by trying to set 802.1X port control to automatic mode on a PVLAN port.

**Recommended Action** Change the port to access or routed mode, and retry enabling 802.1X on the port.

**Error Message** %DOT1X-5-ERR\_PVLAN\_EQ\_VVLAN: Dot1x can not be enabled on a port with Access VLAN equal to Voice VLAN.

**Explanation** A port could not enable 802.1X because the access VLAN is equal to a voice VLAN. This condition was caused by trying to set 802.1X port control to automatic or force-unauthorized mode on a voice VLAN that is equal to an access VLAN port.

**Recommended Action** Change the voice VLAN or the access VLAN on the interface, and retry the 802.1X operation.

**Error Message** %DOT1X-5-ERR\_PVLAN\_TRUNK: Dot1x can not be enabled on private VLAN trunk ports.

**Explanation** 802.1X cannot coexist with private VLAN trunking on the same port.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %DOT1X-5-ERR\_RADIUSVLAN\_EQ\_VVLAN: RADIUS attempted to assign a VLAN to Dot1x port [chars] whose Voice VLAN is same as AccessVlan

**Explanation** The RADIUS server attempted to assign a VLAN to a supplicant on a port with a voice VLAN that is equal to an access VLAN.

**Recommended Action** Either update the RADIUS configuration so that an access VLAN is not equal to voice VLAN or change the voice VLAN on the specified port.

**Error Message** %DOT1X-5-ERR\_STATIC\_MAC: Dot1x can not be enabled on a port configured with Static MAC addresses.

**Explanation** A port could not enable 802.1X because the port is configured with static MAC addresses. This condition was caused by trying to set 802.1X port control to auto or force-unauthorized mode on a port that is configured with static MAC addresses.

**Recommended Action** Remove the static MAC addresses on the port, and retry the 802.1X operation.

**Error Message** %DOT1X-5-ERR\_VLAN\_INTERNAL: The VLAN [dec] is being used internally and cannot be assigned for use on the Dot1x port [chars] Vlan

**Explanation** The VLAN is used internally and cannot be assigned for use again on this port

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** %DOT1X-5-ERR\_VLAN\_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the Dot1x port [chars] Vlan

**Explanation** The VLAN specified is out of range and cannot be assigned for use on this port.

**Recommended Action** Update the configuration to use a valid VLAN.

**Error Message** %DOT1X-5-ERR\_VLAN\_RESERVED: The VLAN [dec] is a reserved vlan and cannot be assigned for use on the Dot1x port [chars] Vlan

**Explanation** The VLAN specified is a reserved VLAN and cannot be assigned for use on this port.

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** %DOT1X-5-ERR\_VVID\_NOT\_SUPPORTED: Dot1x can not be enabled on this port with Voice VLAN configured.

**Explanation** 802.1X cannot coexist on the same port with Voice VLANs.

**Recommended Action** Remove voice VLANs configuration on this port and retry the 802.1X operation.

**Error Message** %DOT1X-5-FAIL: Authentication failed for client (%s) on Interface %s

**Explanation** Authentication was unsuccessful for the specified client.

**Recommended Action** No action is required.

**Error Message** %DOT1X-5-SUCCESS: Authentication successful for client (%s) on Interface %s

**Explanation** Authentication was successful for the specified client.

**Recommended Action** No action is required.

## DOT1X\_SWITCH Messages

This section contains 802.1X switch messages.

### DOT1X\_SWITCH-4

**Error Message** %DOT1X\_SWITCH-4-PROC\_START\_ERR: Unable to start dot1x switch process.

**Explanation** The system failed to create the 802.1X switch process.

**Recommended Action** Reload the device.

### DOT1X\_SWITCH-5

**Error Message** %DOT1X\_SWITCH-5-ERR\_ADDING\_ADDRESS: Unable to add address %e on %s

**Explanation** The authenticated host's address could not be added. This is probably because either the TCAM is full or the address exists as a secure address on another port.

**Recommended Action** If the TCAM is full, clear some dynamic addresses to make room for the host's address. If the host's address is secured on another port, manually remove it from that port.

**Error Message** %DOT1X\_SWITCH-5-ERR\_INVALID\_PRIMARY\_VLAN: Attempt to assign primary VLAN %d to 802.1x port %s

**Explanation** An attempt was made to assign a primary VLAN to an 802.1x port, which is not allowed.

**Recommended Action** Update the configuration to use a different VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_INVALID\_SEC\_VLAN: Attempt to assign invalid secondary VLAN %d to PVLAN host 802.1x port %s

**Explanation** An attempt was made to assign a non-secondary VLAN to a PVLAN host 802.1x port.

**Recommended Action** Change the mode of the port so that it is no longer a PVLAN host port or use a valid secondary VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_PRIMARY\_VLAN\_NOT\_FOUND: Primary VLAN for VLAN [dec] does not exist or is shutdown for dot1x port [chars]

**Explanation** An attempt was made to use a private VLAN whose primary VLAN does not exist or is shut down.

**Recommended Action** Make sure the primary VLAN exists and is not shut down. Also verify that the private VLAN is associated with a primary VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_RADIUS\_VLAN\_NOT\_FOUND: Attempt to assign non-existent VLAN %s to dot1x port %s

**Explanation** An attempt was made by RADIUS to assign a VLAN with a particular name or ID to a supplicant on a port, but the name or ID could not be found on the switch.

**Recommended Action** Make sure a VLAN with the specified name or ID exists on the switch.

**Error Message** %DOT1X\_SWITCH-5-ERR\_SEC\_VLAN\_INVALID: Attempt to assign secondary VLAN %d to non-PVLAN host 802.1x port %s

**Explanation** An attempt was made to assign a secondary VLAN to a port that is not a PVLAN host port, which is not allowed.

**Recommended Action** Change the mode of the port so that it is configured as a PVLAN host port or use a different VLAN that is not configured as a secondary VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_SPAN\_DST\_PORT: Attempt to assign VLAN %d to 802.1x port %s, which is configured as a SPAN destination

**Explanation** An attempt was made to assign a VLAN to an 802.1x port that is configured as a SPAN destination port.

**Recommended Action** Change the SPAN configuration so that the port is no longer a SPAN destination port or change the configuration so that no VLAN is assigned.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_EQ\_MDA\_INACTIVE: Multi-Domain Authentication cannot activate because Data and Voice VLANs are the same on port %s

**Explanation** Multi-Domain Authentication (MDA) host mode cannot be activated if the configured data VLAN on a port is the same as voice VLAN.

**Recommended Action** Change either the voice VLAN or the access (data) VLAN on the interface so they are not equal.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_EQ\_VVLAN: Data VLAN [dec] on port [chars] cannot equal to Voice VLAN.

**Explanation** The 802.1x assigned VLAN on a port cannot be the same as the voice VLAN.

**Recommended Action** Change either the voice VLAN or the access 802.1X assigned VLAN on the interface so they are not equal anymore. This change will cause the authentication to proceed normally on the next retry.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_INTERNAL: The VLAN [dec] is being used internally and cannot be assigned for use on the Dot1x port [chars] Vlan

**Explanation** The VLAN is used internally and cannot be assigned for use again on this port.

**Recommended Action** Update the configuration to not use this VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_INVALID: The VLAN [dec] is invalid and cannot be assigned for use on the Dot1x port [chars] Vlan

**Explanation** The VLAN specified is out of range and cannot be assigned for use on this port.

**Recommended Action** Update the configuration to use a valid VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_NOT\_FOUND: Attempt to assign non-existent or shutdown VLAN [dec] to dot1x port [chars]

**Explanation** An attempt was made to assign a VLAN to a supplicant on a port, but the VLAN was not found in the VTP database.

**Recommended Action** Make sure the VLAN exists and is not shutdown or use another VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_NOT\_VALID: Attempt to assign non-existent group or shutdown VLAN to 802.1x port [chars]

**Explanation** An attempt was made to assign a VLAN to an 802.1x port, but the VLAN was not found in the VTP database. Group not found.

**Error Message** Make sure the VLAN exists and is not shutdown or use another VLAN.%DOT1X\_SWITCH-5-ERR\_VLAN\_ON\_ROUTED\_PORT: Attempt to assign VLAN %d to routed 802.1x port %s

**Explanation** An attempt was made to assign a VLAN to a routed 802.1x port, which is not allowed.

**Recommended Action** Change the mode of the port so that it is no longer a routed port or change the configuration so that no VLAN is assigned.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_PROMISC\_PORT: Attempt to assign VLAN %d to promiscuous 802.1x port %s

**Explanation** An attempt was made to assign a VLAN to a promiscuous 802.1x port, which is not allowed.

**Recommended Action** Change the mode of the port so that it is no longer a promiscuous port or change the configuration so that no VLAN is assigned.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_RESERVED: The VLAN [dec] is a reserved vlan and cannot be assigned for use on the Dot1x port [chars] Vlan

**Explanation** The VLAN specified is a reserved VLAN and cannot be assigned for use on this port.

**Recommended Action** Update the configuration not to use this VLAN.

**Error Message** %DOT1X\_SWITCH-5-ERR\_VLAN\_RSPAN: Attempt by 802.1x to assign RSPAN VLAN [dec]. 802.1x is incompatible with RSPAN

**Explanation** Remote SPAN should not be enabled on a VLAN in which ports are configured with 802.1X enabled.

**Recommended Action** Either disable the remote SPAN configuration on the VLAN OR disable 802.1X on all of the ports in this VLAN.

## DP83815 Messages

This section contains DP83815 10/100 Mbps Integrated PCI Ethernet Media Access Controller messages.

### DP83815-1

**Error Message** %DP83815-1-UNAVAILABLE: %s failed to initialized

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DP83815-1-UNAVAILABLE: %s status = 0x%08x

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DP83815-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The software could not identify the interface card.

**Recommended Action** Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DP83815-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Show tech-support. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DP83815-3-UNAVAILABLE: %s transmit error

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. LOG\_STD\_NO\_ACTION

## DP83815-3

**Error Message** %DP83815-3-OWNERR: [chars] packet buffer, pak=[hex]

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Clear the interface. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DP83815-3-UNDERFLO: [chars] transmit error

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

## DP83815-5

**Error Message** %DP83815-5-LATECOLL: [chars] transmit error

**Explanation** Late collisions occurred on the Ethernet or Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %DP83815-5-LOSTCARR: [chars] cable/transceiver problem?

**Explanation** The cable or transceiver is not connected.

**Recommended Action** Connect the cable or transceiver. No action is required.

## DP83815-6

**Error Message** %DP83815-6-EXCESSCOLL: [chars]

**Explanation** Ethernet or Fast Ethernet is seeing multiple collisions. This condition may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %DP83815-6-NOTDP83815: Slot [dec] device ID seen as [hex], expected [hex]

**Explanation** The software did not recognize the interface chips.

**Recommended Action** Reseat the interface card. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DRIP-3

**Error Message** %DRIP-3-UNAVAILABLE: DRIP: Assertion failed: %s

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DRIP-6

**Error Message** %DRIP-6-UNAVAILABLE: DRIP conflict with CRF %d.

**Explanation** A DRIP conflict has occurred. The virtual ring or pseudo ring's CRF is being re-used in the network.

**Recommended Action** Make sure that the CRF vlanid of the virtual ring and the pseudo ring is unique in the network.

## DRP-3

**Error Message** %DRP-3-UNAVAILABLE: Unable to open socket

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %DRP-3-UNAVAILABLE: multiple DRP commands encountered

**Explanation** Multiple DRP commands were found in a single DRP packet.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DRP-3-UNAVAILABLE: unable to determine metric for %i, %i subnetted

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DRP-3-UNAVAILABLE: unable to send response to %i:%d

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## DRP-7

**Error Message** %DRP-7-UNAVAILABLE: no route for destination %i

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## DS3E3SUNI

**Error Message** %DS3E3SUNI-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the system's memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a configuration that has more memory.

## DSCC-4

**Error Message** %DSC-4-UNAVAILABLE: Setting config-register to 0x0 will prevent the feature boards from booting when router shelf is rebooted

**Explanation** Dial-shelf Controller cannot be booted manually

**Recommended Action** Set the config-register to 0x2 for auto boot

## DSCC-4-1

**Error Message** %DSCC4-1-UNAVAILABLE: DSCC4(%d/%d), SCC%d init failed

**Explanation** The software failed to initialize/restart an SCC of a serial interface

**Recommended Action** Clear the serial interface. If the message recurs, call your technical support representative for assistance.

## DSCC4

**Error Message** %DSCC4-3-UNAVAILABLE: %s

**Explanation** DSCC4 analyze device failure is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCC4-3-UNAVAILABLE: %s

**Explanation** Generic error message

**Error Message** %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), Buffer ownership error, pak=0x%x

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), invalid clock rate (index %d) requested

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), packet (size %d) too big

**Explanation** A packet greater than the assigned MTU of this serial interface was queued up for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSCC4-3-UNAVAILABLE: DSCC4(%d/%d), packet (size %d) was less than 2 bytes

**Explanation** A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSCC4-3-UNAVAILABLE: DSCC4, Incorrect SCC number

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %DSCC4-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

## DSCCLOCK-3

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Clock moving to FREERUN from HOLDOVER

**Explanation** The current primary TDM clock has been deleted and hence the system primary has switched to the DSC local oscillator, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Clock moving to NORMAL from HOLDOVER, selected clock is on slot %d port %d line %d

**Explanation** The current primary TDM clock has been deleted and hence the system primary has switched to the clock coming in via the trunk specified by the slot/port, which is the current highest priority good clock. Phase continuity is maintained during the switchover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Duplicate priority (%d) clock sources: slot %d port %d, and slot %d port %d.

**Explanation** While using split-dial-shelf separate clocks sources (one on each router shelf) with the same priority have been configured

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Failed to allocate memory for the DSC clocks

**Explanation** The clock switching software has failed to allocate memory while adding a clock.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Failed to select any clock as the system clock. Remaining in HOLDOVER mode

**Explanation** The clock selection algorithm has failed to select any clock as the TDM primary clock.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode without phase correction, clock is slot %d port %d line %d

**Explanation** The source trunk port of the TDM primary clock which had gone bad, has turned good again before the holdover timer expiry. Hence the primary has moved from HOLDOVER to NORMAL state without phase correction between input trunk reference and the output TDM clock.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode, clock is slot %d port %d line %d

**Explanation** The TDM primary clock which is in HOLDOVER mode and whose source was a trunk port, has switched to the same trunk port and moved to NORMAL mode with a phase alignment between input source clock and output TDM reference clock. Most likely the router-shelf and hence the feature boards have reloaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Switching to the clock on slot %d port %d line %d

**Explanation** The TDM primary clock is switching to the clock coming in via the trunk specified, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Switching to the clock on slot %d port %d line %d as the current primary has gone bad

**Explanation** The TDM primary clock has switched to a backup clock coming in via the specified trunk as the current primary clock has gone bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: Switching to the user configured clock on slot %d port %d line %d

**Explanation** The TDM primary clock is switching from a default clock or a lower priority user configured clock to a (higher priority) user configured clock coming in via a trunk. Phase continuity is maintained during the switchover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: The System Primary Clock is down. Moving to HOLDOVER state and waiting to see if it comes up

**Explanation** This message is generated whenever the current primary clock goes bad. The TDM clock circuit goes into HOLDOVER mode and a holdover timer is started to see if the bad clock turns good within the holdover time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCCLOCK-3-UNAVAILABLE: The System Primary Clock is up. Moving to NORMAL state from HOLDOVER

**Explanation** The TDM primary clock which had gone bad, has turned good within the holdover time. Hence the TDM primary clock switches to the NORMAL mode from the HOLDOVER mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DSCCLOCK-5

**Error Message** %DSCCLOCK-5-UNAVAILABLE: Clock moving to NORMAL from FREERUN, selected clock is on slot %d port %d line %d

**Explanation** The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, has switched to the line clock coming in via the specified trunk.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DSCEXTCLK-3

**Error Message** %DSCEXTCLK-3-UNAVAILABLE: Clock moving to NORMAL from HOLDOVER, selected clock is external clock on DSC

**Explanation** The current primary TDM clock has been deleted and hence the system primary has switched to the clock coming in via the external network reference clock on the DSC front panel, which is the current highest priority good clock. Phase continuity is maintained during the switchover

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCEXTCLK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode without phase correction, selected external clock on DSC

**Explanation** The DSC front panel clock which is the source of the current TDM primary clock and which had gone bad, has turned good again before the holdover timer expiry. Hence the primary has moved from HOLDOVER to NORMAL state without phase correction between input reference and the output TDM clock.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCEXTCLK-3-UNAVAILABLE: Moving to NORMAL mode from HOLDOVER mode, selected external clock on DSC

**Explanation** The TDM primary clock which is in HOLDOVER mode and whose source was a the DSC front panel clock, has switched to the same clock and moved to the NORMAL mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCEXTCLK-3-UNAVAILABLE: Switching to the external clock on DSC

**Explanation** The TDM primary clock is switching to the clock coming in via the DSC front panel, most likely after the router-shelf and hence feature boards reload. The phase of the output TDM clock is forced to align with the input reference during the switchover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCEXTCLK-3-UNAVAILABLE: Switching to the external clock on DSC as the current primary has gone bad

**Explanation** The TDM primary clock has switched to a backup clock coming in via the DSC front panel external clock feed as the current primary clock has gone bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCEXTCLK-3-UNAVAILABLE: Switching to the user configured external clock on DSC

**Explanation** The TDM primary clock is switching from a default clock or a lower priority user configured clock to the (higher priority) user configured clock coming in via the DSC front panel clock feed. Phase continuity is maintained during the switchover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DSCEXTCLK-5

**Error Message** %DSCEXTCLK-5-UNAVAILABLE: Clock moving to NORMAL from FREERUN, selected clock is external clock on DSC

**Explanation** The primary TDM clock, which has been running off the local oscillator of DSC in FREERUN mode, has switched to the external network reference clock being fed from the DSC front panel.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DSCREDCLK-2

**Error Message** %DSCREDCLK-2-UNAVAILABLE: Clock command hardware failed

**Explanation** The

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCREDCLK-2-UNAVAILABLE: Clock on other DSC has failed - immediate clock takeover

**Explanation** The backup DSC clock has detected failure on the other DSC clock hardware and is taking over to become the active clock manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSCREDCLK-2-UNAVAILABLE: Removal of other DSC detected - immediate clock takeover

**Explanation** The backup DSC clock has detected removal of the other DSC

**Recommended Action** Reinstall a DSC in other DSC slot to provide DSC.

## DSCREDCLK-3

**Error Message** %DSCREDCLK-3-UNAVAILABLE: Active DSC requests backup to takeover clock - delaying for sync

**Explanation** The other DSC has requested the current DSC to take over active clock management, but the current DSC is waiting for clock hardware synchronization before doing so, to avoid call loss.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSCREDCLK-3-UNAVAILABLE: Active DSC requests backup to takeover clock - done

**Explanation** The other DSC has requested the current DSC to take over active clock management, and the current DSC has done so.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSCREDCLK-3-UNAVAILABLE: Other DSC IOS keepalive failure - clock takeover

**Explanation** The other DSC has failed to respond to keepalives to the current DSC and so the current DSC is taking over to become the active clock manager.

**Recommended Action** Recover DSC in other DSC slot to provide backup DSC.

## DSCREDCLK-5

**Error Message** %DSCREDCLK-5-UNAVAILABLE: Backup clock matched to active clock reference, external clock on DSC

**Explanation** The backup DSC has detected a change in the selected clock reference on the active DSC and has changed it's own clock hardware to match the new selection. The selected clock reference is now from the DSC front panel external clock feed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSCREDCLK-5-UNAVAILABLE: Backup clock matched to active clock reference, slot %d line %d

**Explanation** The backup DSC has detected a change in the selected clock reference on the active DSC and has changed it's own clock hardware to match the new selection. The selected clock reference is now from the specified trunk line.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSCREDCLK-5-UNAVAILABLE: Backup clock moving to NORMAL to phase lock to active clock

**Explanation** The backup DSC has detected a change to the clock

**Recommended Action** LOG\_STD\_NO\_ACTION

## DSC\_ENV-0

**Error Message** %DSC\_ENV-0-UNAVAILABLE: Slot %d, %s %u %s

**Explanation** The card enviromental parameters specified are outside the normalrange of operation.

**Recommended Action** Check blowers and ambient room temperature

**Error Message** %DSC\_ENV-0-UNAVAILABLE: Slot %d, %s

**Explanation** Fans in the blower unit have failed. Operation of unit may lead to cards overheating and being shutdown

**Recommended Action** Power down dial-shelf to avoid overheating. Replace faulty fans

**Error Message** %DSC\_ENV-0-UNAVAILABLE: Temperature/Voltage has reached a critical level for DSC in slot %d. No backup DSC available. Powering down all feature boards in the chassis.

**Explanation** The temperature or voltage sensor has reached a condition outside the acceptable range for the DSC. No backup is available to takeover control/monitoring of the feature boards so all feature boards are being shutdown.

**Recommended Action** Attempt to resolve voltage/temperature problems. If the problem is not resolved, call your technical support representative for assistance.

## DSC\_ENV-1

**Error Message** %DSC\_ENV-1-UNAVAILABLE: Slot %d, %s %u %s

**Explanation** The card environmental parameters specified are outside the normal range of operation.

**Recommended Action** Check blowers and ambient room temperature

## DSC\_ENV-2

**Error Message** %DSC\_ENV-2-UNAVAILABLE: Slot %d, %s %s %u %s

**Explanation** The environmental parameters have returned from a state other than normal to normal

**Recommended Action** Do nothing. Conditions are nominal

**Error Message** %DSC\_ENV-2-UNAVAILABLE: Slot %d, %s %u %s

**Explanation** The card environmental parameters specified are outside the normal range of operation.

**Recommended Action** Check blowers and ambient room temperature

**Error Message** %DSC\_ENV-2-UNAVAILABLE: Slot %d, %s

**Explanation** A fan in the blower unit has failed. Operation of unit can continue but failure should be looked into

**Recommended Action** Replace faulty fan

## DSC\_REDUNDANCY-3

**Error Message** %DSC\_REDUNDANCY-3-UNAVAILABLE: Other DSC/router in split mode

**Explanation** There is another router connected to the dial shelf. In this situation both must be configured in split mode

**Recommended Action** Configure the other router in split mode

**Error Message** %DSC\_REDUNDANCY-3-UNAVAILABLE: Slot ownership conflict detected for slot %d

**Explanation** There is another router connected to the dial shelf, it is claiming ownership of a slot that this router is also claiming

**Recommended Action** Fix the ownership conflict by reconfiguring one of the routers so that it doesn't own the slot

**Error Message** %DSC\_REDUNDANCY-3-UNAVAILABLE: Tdm Split conflict detected,my tdm %d, other rs %d

**Explanation** There is another router connected to the dial shelf, it is claiming ownership of backplane timeslots that this router requires. This is probably due to OIR activity moving trunk cards from one half of the split to the other.

**Recommended Action** Fix the ownership conflict by reloading the router whose tdm number is greater than the trunk capacity for that router. In some cases it may be necessary to reset both routers.

## DSI-2

**Error Message** %DSI-2-UNAVAILABLE: Out of range PCI port %d

**Explanation** The software specified an out-of-range port on the dial shelf interconnect board. This is a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## DSI-3

**Error Message** %DSI-3-UNAVAILABLE: From %s (%d) to %s (%d) for slot %d

**Explanation** The software detected a state change for the specified slot.

**Recommended Action** None. Message is informational.

**Error Message** %DSI-3-UNAVAILABLE: From %s (%d) to %s (%d) for slot %d

**Explanation** The software detected an mbus agent state change for the specified slot.

**Recommended Action** None. Message is informational.

**Error Message** %DSI-3-UNAVAILABLE: Invalid change from %s (%d) to %s (%d) for slot %d

**Explanation** The software detected an invalid state change for the specified slot's mbus agent. This is a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSI-3-UNAVAILABLE: Invalid change from %s (%d) to %s (%d) for slot %d

**Explanation** The software detected an invalid state change for the specified slot. This is a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSI-3-UNAVAILABLE: Unknown event %d for slot %d

**Explanation** The software generated an unknown event for the specified slot. This is a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## DSPDD-1

**Error Message** %DSPDD-1-UNAVAILABLE: DSPDD internal error [%s:%d

**Explanation** The router or access server has detected an internal error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSPDD-1-UNAVAILABLE: DSPDD internal firmware error [%s:%d

**Explanation** The router or access server has detected an internal error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSPDD-1-UNAVAILABLE: DSPRM internal error[%s:%d]

**Explanation** The router or access server has detected an internal error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSPDD-1-UNAVAILABLE: IOS buffer pool unavailable [%s:%d]

**Explanation** The router or access server could not allocate internal resources.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %DSPDD-1-UNAVAILABLE: IOS memory unavailable [%s:%d]

**Explanation** The router or access server could not allocate memory for internal data structures.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## DSPRM-3

**Error Message** %DSPRM-3-UNAVAILABLE: Insufficient DSP resources for timeslot %d on port %s

**Explanation** The configuration requires more DSP resources than are available.

**Recommended Action** Change the configuration to specify fewer used timeslots. Install additional DSP resources to allow more complex configurations.

**Error Message** %DSPRM-3-UNAVAILABLE: Unable to create internal interface descriptor

**Explanation** There are insufficient resources to create a necessary data structure.

**Recommended Action** Verify that there is sufficient main memory.

## DSPRM-5

**Error Message** %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)

**Explanation** The DSP failed the background keep-alive test.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, changed state to %s

**Explanation** The DSP resource changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, is in the failed state

**Explanation** The DSP entered the FAILED state due to alarm indications.

**Recommended Action** Replace the DSP resource.

**Error Message** %DSPRM-5-UNAVAILABLE: DSP Jukebox(%d) in slot %s, changed state to %s

**Explanation** The DSP JUKEBOX changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSPRM-5-UNAVAILABLE: Jukebox transmit overlay resp %d on slot %s, failed

**Explanation** The Jukebox received failed response code.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DSIP-3

**Error Message** %DSIP-3-UNAVAILABLE: IPC subsystem API error(%s), %s, %s

**Explanation** This message indicates that Nitro Interconnect Protocol has encountered a problem while dealing with the port specified in the error message. The exact problem can be further decoded by the IPC error message(first parameter), the action involved (second parameter) and the port name (third parameter)

**Error Message** %DSIP-3-UNAVAILABLE: IPC subsystem API error, can not create seat by the seatid %d for the slot %d

Nitro Interconnect Protocol reliable stack has failed to create seat for the specified slot. DTP Messages  
This section contains Dynamic Trunking Protocol (DTP) filtering messages.

**Error Message** %DTP-5-DOMAINMISMATCH: Unable to perform trunk negotiation on port [chars] because of VTP domain mismatch.

**Explanation** The two ports involved in trunk negotiation belong to different VTP domains. Trunking is possible only when the ports involved belong to the same VTP domain.

**Recommended Action** Ensure that the two ports that are involved in trunk negotiation belong to the same VTP domain.

## DSPRM-5

**Error Message** %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, NOT RESPONDING - auto restart(%d times)

**Explanation** The DSP failed the background keep-alive test.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, changed state to %s

**Explanation** The DSP resource changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSPRM-5-UNAVAILABLE: DSP %d in slot %s, is in the failed state

**Explanation** The DSP entered the FAILED state due to alarm indications.

**Recommended Action** Replace the DSP resource.

**Error Message** %DSPRM-5-UNAVAILABLE: DSP Jukebox(%d) in slot %s, changed state to %s

**Explanation** The DSP JUKEBOX changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSPRM-5-UNAVAILABLE: Jukebox transmit overlay resp %d on slot %s, failed

**Explanation** The Jukebox received failed response code.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DSPU-3

**Error Message** %DSPU-3-UNAVAILABLE: ACTPU Neg rsp received from PU %s

**Explanation** Remote PU rejected the router's request for an SSCP-PU session.

**Recommended Action** Verify PU configuration parameters at the router and at the remote PU. Determine whether the problem exists at the remote PU, and correct it. If the problem persists, call your Cisco technical support representative for assistance.

**Error Message** %DSPU-3-UNAVAILABLE: Bad SNA data received from PU %s, data= %s

**Explanation** Unrecognized SNA data was received from the remote PU.

**Recommended Action** Correct the problem at the remote PU. If the problem persists, call your Cisco technical support representative for assistance.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad Adaptor correlator, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad identifier type, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad identifier, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad length, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad primitive command, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad primitive type, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI bad return code: %d, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI unexpected ActivateSapCnf, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI unexpected DeactivateSapCnf, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI unexpected EnableCnf, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: CLSI unexpected IdStnInd, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: Connect in from host %s with remote address %s failed.

**Explanation** Connection with the remote host could not be established.

**Recommended Action** Verify host configuration parameters at the router and at the host. Determine whether the router is configured to accept connection from this host.

**Error Message** %DSPU-3-UNAVAILABLE: Connect in from pu %s with remote address %s failed.

**Explanation** Connection with the remote PU could not be established.

**Recommended Action** Verify PU configuration parameters at the router and at the remote PU. Determine whether the router is configured to accept connectIn from this remote PU.

**Error Message** %DSPU-3-UNAVAILABLE: Connect in from remote address %s failed.

**Explanation** Connection with remote station could not be established.

**Recommended Action** Verify configuration parameters at the router and at the remote station. Determine whether the router is configured to accept connectIn from this remote station.

**Error Message** %DSPU-3-UNAVAILABLE: Connect in from remote address %s failed; insufficient memory.

**Explanation** Connection with the remote station could not be established because of insufficient memory in the router.

**Recommended Action** Correct low memory problem in the router. If the problem persists, call your technical support representative for assistance.

**Error Message** %DSPU-3-UNAVAILABLE: Connect out to host %s failed.

**Explanation** Connection with the remote host could not be established.

**Recommended Action** Verify host configuration parameters at the router and at the host. Determine whether the host is active and responding to connection requests.

**Error Message** %DSPU-3-UNAVAILABLE: Connect out to pu %s failed.

**Explanation** Connection with the remote PU could not be established.

**Recommended Action** Verify PU configuration parameters at the router and at the remote PU. Determine whether the remote PU is active and responding to connection requests.

**Error Message** %DSPU-3-UNAVAILABLE: Connection attempt failed from XID= %s, ACTPU not supported

**Explanation** The remote station did not request PU 2.0 activation; connection with remote station is terminated.

**Recommended Action** Correct link station configuration parameters at the remote station to request a system services control point (SSCP)-PU session with the router.

**Error Message** %DSPU-3-UNAVAILABLE: Connection attempt failed from XID= %s, Invalid MaxIFrame= %d

**Explanation** An invalid MaxIFrame value in an exchange identification (XID) was received from the remote station; connection with remote station could not be established.

**Recommended Action** Correct link station configuration at the remote station.

**Error Message** %DSPU-3-UNAVAILABLE: Connection attempt failed from XID= %s, Invalid WindowSize= %d

**Explanation** An invalid WindowSize value in an exchange identification (XID) was received from the remote station; connection with remote station could not be established.

**Recommended Action** Correct link station configuration at the remote station.

**Error Message** %DSPU-3-UNAVAILABLE: DSPU could not free buffer - buffer corrupted

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSPU-3-UNAVAILABLE: LU %d received a Notify Neg Resp from host %s

**Explanation** Remote host rejected the router's request to activate/deactivate an SSCP-LU session.

**Recommended Action** Verify host configuration parameters at the router and at the remote host. Determine whether the problem exists at the remote host and correct it. If the problem persists, call your technical support representative for assistance.

**Error Message** %DSPU-3-UNAVAILABLE: XID Format not supported, XID= %s

**Explanation** Unsupported XID received from the remote station; connection with remote station could not be established.

**Recommended Action** Configure the remote station to send supported XID (if possible). Supported XID formats are: XID Format 0 XID Format 3

**Error Message** %DSPU-3-UNAVAILABLE: XID Negotiation Error, bad byte= %d, bad bit= %d, sense data= %s

**Explanation** XID3 with an error indication was received from the remote station; connection with the remote station could not be established.

**Recommended Action** Determine, from the CV 22 byte or bit information, which field in the XID3 is rejected by the remote station, and correct the link station configuration parameters at either the router or the remote station.

## DSX0-5

**Error Message** %DSX0-5-UNAVAILABLE: RBS of controller %d timeslot %d is down

**Explanation** This message indicates that Robbed-Bit Signaling (RBS) has been disabled on the specified timeslot and controller.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSX0-5-UNAVAILABLE: RBS of controller %d timeslot %d is up

**Explanation** This message indicates that Robbed-Bit Signaling (RBS) has been enabled on the specified timeslot and controller.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSX0-5-UNAVAILABLE: RBS of slot %d controller %d timeslot %d is dynamic busyout

**Explanation** This message indicates that Robbed-Bit Signaling (RBS) has been dynamically busied-out on the specified timeslot and controller.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSX0-5-UNAVAILABLE: RBS of slot %d controller %d timeslot %d is static busyout

**Explanation** This message indicates that Robbed-Bit Signaling (RBS) has been statically busied-out on the specified timeslot and controller.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %DSX0-5-UNAVAILABLE: RBS of slot %d controller %d timeslot %d is unbusyout

**Explanation** This message indicates that Robbed-Bit Signaling (RBS) has been restored from a busied-out condition on the specified timeslot and controller.

**Recommended Action** LOG\_STD\_NO\_ACTION

## DSX1-1

**Error Message** %DSX1-1-UNAVAILABLE: Munich 32 channel input queue is congested

**Explanation** Can't allocate receive buffers since input queue is at its maximum, this indicates data is coming faster than the receiver can handle.

**Recommended Action** Reduce data goes into this channel and or increase the number of input queue.

**Error Message** %DSX1-1-UNAVAILABLE: T1/E1 Firmware in slot %d is not running

**Explanation** Critical error occurred in the T1/E1 Firmware and it stopped running. Access server needs to be reloaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSX1-1-UNAVAILABLE: T1/E1 Firmware in slot %d is running

**Explanation** T1/E1 Firmware is now running after recovering from critical error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSX1-1-UNAVAILABLE: Trunk Firmware in slot %d reset failed

**Explanation** Trunk could not be restarted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DSX1-3

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 action request failure: Ctrl = 0x%08x, Channel = %d

**Explanation** Munich 32 does not respond to request

**Recommended Action** If message continue to print out, contact customer support

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 action request timeout: Ctrl = 0x%08x, Channel = %d

**Explanation** Munich 32 is not response to action request

**Recommended Action** If problem persist, contact customer support

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 bad interrupt queue: Ctrl = 0x%08x, Channel = %d

**Explanation** There might be an overflow on interrupt queue

**Recommended Action** Contact tech support

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 bit rate not match: Ctrl = 0x%08x, Channel = %d

**Explanation** Command can not be carried out, there is a mismatch on bit rate

**Recommended Action** Make sure the configured data matched the supported speed

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 channel invalid: Ctrl = 0x%08x, Channel = %d

**Explanation** The channel select is not valid

**Recommended Action** Make sure the channel supports the needed feature

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 channel memory allocation error: Ctrl = 0x%08x, Channel = %d

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 error configuring channelized interface: Ctrl = 0x%08x, Channel = %d

**Explanation** There is unidentify error occurs to Munich 32

**Recommended Action** If message repeat, contact tech support

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 in unknown state: Ctrl = 0x%08x, Channel = %d

**Explanation** Munich 32 goes into unknown state

**Recommended Action** If message persists, contact customer support

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 no timeslot available: Ctrl = 0x%08x, Channel = %d

**Explanation** All timeslot on Munich are assigned.

**Recommended Action** Make sure there are channel available before use

**Error Message** %DSX1-3-UNAVAILABLE: Munich 32 timeslot already configured: Ctrl = 0x%08x, Channel = %d

**Explanation** This timeslot was assigned and can not be used

**Recommended Action** Make sure the timeslot is available before use

**Error Message** %DSX1-3-UNAVAILABLE: T1/E1 Firmware in slot %d restarted

**Explanation** T1/E1 Firmware restarted. All the active calls on the T1/E1 lines will be disconnected and the controllers will come back up within few seconds

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DSX1-3-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## DSX1-6

**Error Message** %DSX1-6-UNAVAILABLE: %s clock is now selected as clock source

**Explanation** One of the events (LOS or AIS or CLI command ..) has caused a change in clock selected

**Recommended Action** LOG\_STD\_NO\_ACTION

## DS\_MODEM-3

**Error Message** %DS\_MODEM-3-UNAVAILABLE: DS-RS flow control has got out of sync, connection has too many particles free. slot:%d ttynum:%d parts\_avail:%d

**Explanation** Indicates the flow control accounting on the DS has got out of sync.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DS\_MODEM-3-UNAVAILABLE: Not enough particles - modem number:%d particles needed:%d available:%d; CTS %s

**Explanation** Indicates a break down of flow control between RS-DS, RS has sent more particles than are available for this connection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Recommended Action

**Error Message** %DS\_MODEM-3-UNAVAILABLE: Output drop - modem number:%d refunded %d; particle count %d, pool size %d, queue size %d

**Explanation** Temporarily unable to allocate particle for sending traffic to modem module, indicates a break down of flow control between RS-DS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Recommended Action

**Error Message** %DS\_MODEM-3-UNAVAILABLE: Static receive paktype unavailable

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

#### Recommended Action

**Error Message** %DS\_MODEM-3-UNAVAILABLE: Unexpected DSIP data callback for modem

**Explanation** An unexpected software event occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## DS\_TDM-3

**Error Message** %DS\_TDM-3-UNAVAILABLE: Slot %d: convention broken for Mezz's Recomb. bus t'slots: %s-st%02u-ts%03u/gts%04u %s (%i:%d) not found.

**Explanation** The CBAC code was searching its database for information for a particular inspection session, but this information was not found.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

## DUAL Messages

This section contains Distributed Update Algorithm (DUAL) Enhanced Interior Gateway Routing Protocol (EIGRP) messages.

### DUAL-3

**Error Message** %DUAL-3-BADIGRPSAP: Cannot send incremental SAP update to peer on %s. Increasing output-sap-delay may help

**Explanation** An incremental SAP update could not be sent because it might cause a loss of synchronization of the SAP tables between peers.

**Recommended Action** Increase the output SAP delay on the listed interface to reduce buffer usage. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DUAL-3-BADIGRPSATYPE: Unsupported SAP type for EIGRP being %s - type %x

**Explanation** This message appears when you receive or attempt to send a SAP message with a type code that is neither a general query nor a general response, or when you receive a general query that is not addressed to the broadcast address.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible, also provide the output of the **debug ipx sap activity** and **debug ipx sap event** commands for the period during which this message appeared.

**Error Message** %DUAL-3-PFXLIMIT: %s %d: %s prefix limit reached.

**Explanation** The number of prefixes for the Enhanced Interior Gateway Routing Protocol (EIGRP) has reached the configured or default limit.

**Recommended Action** Take preventive action by identifying the source of the prefixes. Enter the **show ip eigrp accounting** command for details.

## DUAL-4

**Error Message** %DUAL-4-PFXLIMITTHR: %s %d: %s threshold prefix level reached.

**Explanation** The number of prefixes in the topology database has reached the configured or default threshold level.

**Recommended Action** Take preventive action by identifying the source of the prefixes. Enter the **show ip eigrp accounting** command for details.

## DUAL-5

**Error Message** %DUAL-5-NBRCHANGE: [chars] [dec]: Neighbor [chars] ([chars]) is [chars]: [chars]

**Explanation** A neighbor has gone up or down. The displayed information is [routing protocol] [Autonomous System number]: Neighbor [IP address] ([interface]) is [up or down]: [reason].

**Recommended Action** No action is required.

# DUAL\_ACTIVE Messages

This section contains dual-active chassis (DUAL\_ACTIVE) messages.

## DUAL\_ACTIVE-1

**Error Message** %DUAL\_ACTIVE-1-DETECTION: Dual-active condition detected: shutting down all non-VSL interfaces

**Explanation** A dual-active situation has occurred because VSL went down. The VSL has become inactive and both virtual switches have taken over the role of the active virtual switch. To fix this condition, the standby virtual switch has become active and taken control of the network. All non-VSL interfaces on the original active virtual switch will be internally shut down in hardware.

**Recommended Action** Attempt to determine the reason why VSL has gone down and correct it. Once VSL has been reestablished, the original active virtual switch will reload. Enter all variations of the commands:

```
show switch virtual troubleshooting last
show vslp lmp status
show switch virtual dual-active summary
show switch virtual dual-active pagp
show switch virtual dual-active bfd
```

If you cannot determine the cause of the problem from the commands you entered, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DUAL\_ACTIVE-1-RECOVERY: BFD running on [chars] triggered dual-active recovery

**Explanation** Bidirectional Forwarding Detection (BFD) detected a dual-active scenario on the specified interface and caused the switch to go into recovery mode.

**Recommended Action** No action is required.

**Error Message** %DUAL\_ACTIVE-1-VSL\_DOWN: VSL is down - switchover, or possible dual-active situation has occurred

**Explanation** The virtual switch link (VSL) between the active and standby switches has gone offline. The following are possible reasons for the switchover condition:

- -A switchover has occurred and the standby virtual switch has become the active virtual switch.

- A dual-active situation has occurred, and the original active virtual switch has gone into recovery mode, which would bring down all non-VSL interfaces on the original active virtual switch.
- A dual-active situation has occurred, but the original active virtual switch did not detect the dual active state and did not go into recovery mode. This condition may be the result of multiple system failures or an incorrect configuration that caused the dual-active situation to not be detected.

**Recommended Action** Attempt to determine the reason why the VSL has gone offline and correct it if it is a dual-active situation. Enter all variations of the commands:

```
show switch virtual troubleshooting last
show vsrp lmp status
show switch virtual dual-active summary
show switch virtual dual-active pagp
show switch virtual dual-active bfd
```

If you cannot determine the cause of the problem from the commands you entered, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %DUAL\_ACTIVE-1-VSL\_RECOVERED: VSL has recovered during dual-active situation: Reloading switch [dec]

**Explanation** The virtual switch link (VSL) between the two active virtual switches in a dual-active situation has gone online. The virtual switch in recovery mode must be reloaded to reenable all non-VSL interfaces that were shut down when the dual-active situation first occurred.

**Recommended Action** No action is required.

## DUAL\_ACTIVE-3

**Error Message** %DUAL\_ACTIVE-3-PORT\_ERR\_IN\_RECOVERY: Port [chars] [chars] error

**Explanation** Port information could not be extracted or a non-VSL port could not be disabled while the active virtual switch was going into recovery mode.

**Recommended Action** Attempt to determine why the port information could not be extracted or why the non-VSL port could not be disabled.

**Error Message** %DUAL\_ACTIVE-3-REGISTRY\_ADD\_ERR: Failure in adding to [chars] registry

**Explanation** Could not add a function to the registry.

**Recommended Action** No action is required.

## DUAL\_ACTIVE-4

**Error Message** %DUAL\_ACTIVE-4-CONFIG: [chars]

**Explanation** If VSL goes down due to any reason, standby switch will take over as active immediately. If the original active chassis is still operational, both chassis are now active. This situation is called a dual-active scenario. A dual-active scenario can have adverse effects on network stability, because both chassis use the same IP addresses, SSH keys, and STP bridge ID. The virtual switching system (VSS) must detect a dual-active scenario and take recovery action for which at least one of the following detection methods should be configured: a/ Enhanced Pagp b/ IP BFD c/ Fast-hello. Please refer to Software configuration guide for more details.

**Recommended Action** Configure one or more dual-active detection methods as per configuration guide.

## DVMRP Messages

This section contains Dense wavelength division multiplexing messages.

## DVMRP-5

**Error Message** %DVMRP-5-NBRUP: Neighbor [IP\_address] is up on [chars]

**Explanation** A DVMRP multicast neighbor is active on the specified interface. This is caused by the arrival and acceptance of DVMRP probes via that interface. This may indicate that a multicast session has been subscribed via a path passing through this router. Note that DVMRP activity is mutually exclusive of tagswitching, so this will cause tagswitching to be disabled on that interface.

**Recommended Action** No action is required.

# DWDM Messages

This section contains EDistance Vector Multicast Routing Protocol (DVMRP) messages.

## DWDM-3

**Error Message** %DWDM-3-CLEAR\_G709\_CTR: 23414.2.c:205:64: backslash and newline separated by spaceUnable to clear g709 counter in slot [dec] rc = [dec]

**Explanation** The SPA driver was unable to clear the G.709 OTN protocol counters for bit errors.

**Recommended Action** Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

**Error Message** %DWDM-3-CONFIG\_ALARM\_REPORT: Failed to config report alarm [chars] slot [dec] rc = [dec]

**Explanation** The SPA driver could not configure one of the reporting status of the alarms.

**Recommended Action** Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

**Error Message** %DWDM-3-CONFIG\_ALARM\_THRESHOLD: Failed to config threshold alarm [chars] slot [dec] rc = [dec]

**Explanation** The SPA driver could not configure one of the threshold alarms for the optical data or transport unit.

**Recommended Action** Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative

**Error Message** %DWDM-3-CONFIG\_TX\_POWER: Failed to config transmit power [dec] on slot [dec] rc = [dec]

**Explanation** The SPA driver detected a error in configuring the Tx power level for the UT2 transponder module

**Recommended Action** Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DWDM-3-DWDM\_CONFIG\_FAIL: Failed to [chars] [chars] in slot [dec] rc = [dec]

**Explanation** The SPA driver detected failure during configuring one of the DWDM parameters

**Recommended Action** Reload the SPA card and if the problem persists, contact the technical support representative.

**Error Message** %DWDM-3-DWDM\_GET\_INFO\_FAIL: Failed receiving [chars] from slot [dec] rc = [dec]

**Explanation** The SPA driver did not receive the necessary optics information from the slot.

**Recommended Action** Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

**Error Message** %DWDM-3-DWDM\_NULL\_INFO: DWDM info is NULL in [dec]

**Explanation** The SPA driver detected NULL information for DWDM.

**Recommended Action** Reload the SPA and if the problem persists contact the technical support representative.

**Error Message** %DWDM-3-IPC\_SHIM\_INIT: DWDM IPC SHIM init failed

**Explanation** The SPA driver detected failure during DWDM IPC SHIM initialization

**Recommended Action** Please power down and reseal the indicated SPA card. If the problem persists please contact your technical support representative.

**Error Message** %DWDM-3-LC\_ERR\_STATS: error sending LC stats to RP

**Explanation** The SPA driver encountered an error while sending the LC stats to the RP.

**Recommended Action** Reload the SPA card and if the problem persists call the technical support representative.

**Error Message** %DWDM-3-MALLOC\_FAIL: malloc failure creating G.709 port on slot [dec]

**Explanation** The SPA driver detected a memory error on the SPA card.

**Recommended Action** Reload the card and if the problem persists call TAC.

**Error Message** %DWDM-3-RPC\_FAILED: Application error rc = [dec]:

**Explanation** The system failed to retrieve the information required to execute the command.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DWDM-3-RPC\_INIT\_FAIL: DWDM RPC init failure

**Explanation** The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some **show** commands could fail.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DWDM-3-RPC\_PROCESSING\_ERROR: DWDM RPC error: [chars]

**Explanation** Non Fatal error occurred in processing an RPC message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %DWDM-3-RX\_G709\_INFO: Failed receiving G709 info from slot [dec] rc = [dec]

**Explanation** The SPA driver did not receive the necessary G.709 OTN protocol information from the slot.

**Recommended Action** Please check the configuration of the interfaces and controllers and correct the configuration if necessary. If the problem persists contact your Cisco technical support representative.

**Error Message** %DWDM-3-RX\_LOS\_THRESHOLD: Failed to config rx los threshold = [dec] on slot [dec] rc = [dec]

**Explanation** The SPA driver detected an error in configuring the transponder receive power threshold.

**Recommended Action** Reload the SPA card and if the problem persists call TAC.

**Error Message** %DWDM-3-TIMER\_ERR: Timer error

**Explanation** The Driver did not obtain an expired timer from the timer tree for the DWDM process.

**Recommended Action** The SPA driver has encountered an error event on the SPA card. If the condition persists, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## DWDM-4

**Error Message** %DWDM-4-G709ALARM: [chars]: [chars] [chars]

**Explanation** The specified G709 Alarm has been declared or released.

**Recommended Action** Repair the source of the alarm.

## EAP Messages

This section contains Extensible Authentication Protocol (EAP) messages.

### EAP-2

**Error Message** %EAP-2-PROCESS\_ERR: [chars]

**Explanation** A critical condition exists that prevents the system from performing an operation related to an EAP process.

**Recommended Action** Reload the system.

## EAP-4

**Error Message** %EAP-4-BADPKT: IP=[IP\_address] | HOST=[chars]

**Explanation** The system received an invalid or malformed EAP packet from the specified host.

**Recommended Action** Check the specified host for the EAP operation.

## EAP-6

**Error Message** %EAP-6-MPPE\_KEY: IP=[chars] | MPPE\_RECV\_KEY\_LENGTH=[dec]

**Explanation** The system received an MPPE key for the specified host.

**Recommended Action** No action is required.

# EARL Messages

This sections contains Enhanced Address Recognition Logic (EARL) messages.

## EARL-0

**Error Message** %EARL-0-TASK\_SPAWN\_FAIL: Failed to initialize task "[chars]"

**Explanation** The EARL component failed to start a task required by the system to work properly. The task name is specified in the error message. Most errors will cause a system reload. However, in some cases, only the feature that failed to start will be affected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL-2

**Error Message** %EARL-2-PATCH\_INVOCATION\_LIMIT: [dec] Recovery patch invocations in the last 30 secs have been attempted. Max limit reached

**Explanation** The system attempted the EARL recovery for the maximum number of times that are permitted in the last 30 seconds. The module has been automatically reset instead of attempting recovery.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL-2-SWITCH\_BUS\_IDLE: Switching bus is idle for [dec] seconds

**Explanation** The EARL did not switch any packets on the EARL bus. A module or line card attempted to access the bus and could not. In most cases, this error appears when a card is not properly seated. A recovery mechanism will attempt to fix the problem. The system reloads if the problem cannot be corrected.

**Recommended Action** Reseat all modules and line cards on the switch. If the error message recurs after reseating the cards, a hardware problem may exist.

**Error Message** %EARL-2-SWITCH\_BUS\_STALL: Switching bus stall detected. Backplane bus stall status: [dec]

**Explanation** The EARL did not switch any packets on the EARL bus. A recovery mechanism will attempt to fix the problem. The system reloads if the problem cannot be corrected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL-3

**Error Message** %EARL-3-FABRIC\_CONNECTION : Recovering from sequence error detected on fabric connection.

**Explanation** A sequence error was detected by the crossbar and bus fabric interface. This error can be fatal. Recovery is being attempted.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL-3-RESET\_LC: Resetting module in slot [dec]. (Errorcode [dec])

**Explanation** The specified module did not respond to a critical message. This condition indicates a hardware error and might be a transient error only. The system has reset the module to fix the error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL-4

**Error Message** %EARL-4-BUS\_CONNECTION : Interrupt [chars] occurring in EARL bus connection.

**Explanation** An error interrupt is occurring for the switching bus interface.

**Recommended Action** Enter the **show earl status** command on the consoles of the switch supervisor engine and any DFC-enabled modules. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL-4-EBUS\_SEQ\_ERROR: Out of Sync error.

**Explanation** The EARL has detected an out-of-synchronization condition on the bus. A recovery mechanism will attempt to fix the problem.

**Recommended Action** Reseat and then reset the module. If the error remains, upgrade the software to Cisco IOS Release 12.2(18)SXF or later.

**Error Message** %EARL-4-NF\_USAGE: Current Netflow Table Utilization is [dec]%

**Explanation** The NetFlow table utilization exceeds a preset threshold percentage.

**Recommended Action** No action is required.

## EARL\_ACL\_FPGA Messages

This section contains Enhanced Address Recognition Logic ACL field-programmable gate array (EARL\_ACL\_FPGA) messages.

### EARL\_ACL\_FPGA-2

**Error Message** %EARL\_ACL\_FPGA-2-INTR\_FATAL: EARL ACL FPGA : Non-fatal interrupt [chars]

**Explanation** The EARL ACL FPGA detected the specified unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_ACL\_FPGA-3

**Error Message** %EARL\_ACL\_FPGA-3-INTR\_WARN: EARL ACL FPGA : Non-fatal interrupt [chars]

**Explanation** The EARL ACL FPGA detected the specified unexpected nonfatal condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_ACL\_FPGA-4

**Error Message** %EARL\_ACL\_FPGA-4-CPU\_PAR\_ERR: EARL ACL FPGA : CPU Parity error [chars]

**Explanation** The EARL ACL FPGA detected a CPU parity error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_ACL\_FPGA-4-MEM\_PAR\_ERR: EARL ACL FPGA: Counter Memory Parity error. Error address [hex]

**Explanation** The EARL ACL FPGA detected a memory parity error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_DRV\_API Messages

This section contains Enhanced Address Recognition Logic Driver API (EARL\_DRV\_API) messages.

### EARL\_DRV\_API-0

**Error Message** %EARL\_DRV\_API-0-TASK\_SPAWN\_FAIL: Failed to spawn task "[chars]"

**Explanation** The system failed to perform the specified task.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### EARL\_DRV\_API-2

**Error Message** %EARL\_DRV\_API-2-SIG\_INST\_FAIL: [chars]: Failed to install signal handler

**Explanation** The system failed to install the process signal handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_DRV\_API-4

**Error Message** %EARL\_DRV\_API-4-NOMEM: Malloc failed: [chars] [dec]

**Explanation** The system is running out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_L2\_ASIC Messages

This section contains Enhanced Address Recognition Logic Layer 2 ASIC (EARL\_L2\_ASIC) messages.

### EARL\_L2\_ASIC-0

**Error Message** %EARL\_L2\_ASIC-0-EXCESSIVE\_FT\_TBL\_ECC\_ERR: EARL L2 ASIC [dec]: Too many bad entries in L2 Forwarding Table

**Explanation** The EARL Layer 2 ASIC detected too many errors in the forwarding table. This condition indicates hardware malfunction and causes the system to reload.

**Recommended Action** If this problem is seen more than once, it could be a case of faulty hardware. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-0-FATAL\_INTR: L2 Forwarding Engine: fatal interrupt: interrupt status [hex], interrupt mask [hex]

**Explanation** Critical interrupts might have caused system forwarding to cease.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_L2\_ASIC-2

**Error Message** %EARL\_L2\_ASIC-2-PARITY\_ERR: L2 Forwarding Engine: parity interrupt #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]

**Explanation** A parity error was detected while accessing the Layer 2 forwarding table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_L2\_ASIC-3

**Error Message** %EARL\_L2\_ASIC-3-INTR\_FATAL: EARL L2 ASIC [dec]: fatal interrupt [chars]

**Explanation** The EARL Layer 2 ASIC detected an unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to fix the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-3-INTR\_WARN: EARL L2 ASIC [dec]: Non-fatal interrupt [chars]

**Explanation** The EARL Layer 2 ASIC detected an unexpected nonfatal condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_L2\_ASIC-4

**Error Message** %EARL\_L2\_ASIC-4-DBUS\_HDR\_ERR: EARL L2 ASIC #[dec]: Dbus Hdr. Error occurred. Ctrl1 [hex]

**Explanation** The EARL Layer 2 ASIC detected an invalid header in the DBUS. This error is due to hardware that has failed, an incorrect configuration of the module software, or invalid packets that were dropped because of an OIR operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-4-DBUS\_SEQ\_ERR: EARL L2 ASIC #[dec]: Dbus Seq. Error occurred (Ctrl1 [hex])

**Explanation** The EARL Layer 2 ASIC detected a DBUS sequence mismatch error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-4-FT\_ERR: EARL L2 ASIC [dec]: Forwarding table bank [dec] encountered [chars] ecc error at address [hex]

**Explanation** The EARL Layer 2 ASIC detected a nonfatal condition in one of the banks of the forwarding table. The bank and address of the forwarding table are specified in the error message.

**Recommended Action** This message is informational. The device has detected and corrected the error.

**Error Message** %EARL\_L2\_ASIC-4-FT\_INVLD\_ADDR: Forwarding table bank [dec] encountered invalid address [hex]

**Explanation** The EARL Layer 2 ASIC attempted to access an invalid address in the forwarding table. Because there are only 12 pages (0–11) per line, access to page 12–15 will be invalid.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-4-INTR\_THROTTLE: Throttling "[chars]" interrupt exceeded permitted [int]/[dec] interrupts/msec

**Explanation** Excessive interrupts were generated by the EARL ASIC. Interrupt throttling has been performed to protect the supervisor engine.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-4-INV\_REG: EARL L2 ASIC: Attempt to [chars] invalid register

**Explanation** An attempt was made to read or write to an invalid register of the EARL Layer 2 ASIC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-4-L2L3\_SEQ\_ERR: EARL L2 ASIC #[dec]: L2L3 Mismatch seq #[hex]

**Explanation** The EARL Layer 2 ASIC detected a Layer 2-Layer 3 sequence mismatch error. A recovery mechanism will attempt to fix the problem.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L2\_ASIC-4-SRCH\_ENG\_FAIL: EARL L2 ASIC Search Engine has failed

**Explanation** The EARL Layer 2 ASIC search engine failed to terminate a search. A recovery mechanism fixes the unexpected condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_L3\_ASIC Messages

This section contains Enhanced Address Recognition Logic (EARL) Layer 3 ASIC messages.

### EARL\_L3\_ASIC-3

**Error Message** %EARL\_L3\_ASIC-3-INTR\_FATAL: EARL L3 ASIC: fatal interrupt [chars]

**Explanation** The EARL Layer 3 ASIC detected an unexpected fatal condition. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L3\_ASIC-3-INTR\_WARN: EARL L3 ASIC: Non-fatal interrupt [chars]

**Explanation** The EARL Layer 3 ASIC detected an unexpected non-fatal condition. This indicates that a bad packet was received and dropped. Several conditions can cause a packet to be considered bad; for example, the size of an Ethernet frame was reported to be different than the expected IP packet size. In older Cisco IOS releases, these packets are normally dropped without being logged.

**Recommended Action** This message is informational only, and can occur due to conditions such as bad NIC cards, bad NIC drivers, or a bad application. Use a network sniffer or configure a SPAN session to identify the source device that is sending the erroneous packets. Also, examine the adjacent Cisco device for errors. The following commands can be configured to stop verifying checksum or length errors:

**no mls verify ip checksum** — Disables checking of packets for checksum errors

**no mls verify ip length** — Disables checking of packets for length errors

**no mls verify ip same-address** — Disables checking of packets for having the same source and destination IP address

## EARL\_L3\_ASIC-4

**Error Message** %EARL\_L3\_ASIC-4-CPU\_PAR\_ERR: EARL L3 ASIC: CPU Parity error. Error data [hex]. Error address [hex]

**Explanation** The EARL Layer 3 ASIC detected a CPU parity error. This condition is caused by an interprocess communication error between the CPU and Layer 3 ASIC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_L3\_ASIC-4-INTR\_THROTTLE: Throttling "[chars]" interrupt exceeded permitted [int]/[dec] interrupts/msec

**Explanation** Excessive interrupts were generated by the EARL ASIC. Interrupt throttling has been performed to protect the supervisor engine.

## EARL\_NETFLOW Messages

This section contains Enhanced Address Recognition Logic NetFlow (EARL\_NETFLOW) messages.

### EARL\_NETFLOW-0

**Error Message** %EARL\_NETFLOW-0-NF\_ECC\_MAX: Netflow ECC Error Threshold Reached, Total Ecc Errors [[dec]]

**Explanation** The total number of NetFlow ECC errors has crossed the maximum threshold. The maximum allowable of NetFlow ECC errors is 2000. The system will perform a crash dump and will be inoperable. The output of the **show tech-support** command will also be displayed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_NETFLOW-3

**Error Message** %EARL\_NETFLOW-3-NF\_ECC\_RSRV: Netflow ECC Error Occured, Reserved NF location [[hex]]

**Explanation** The number of ECC errors per NetFlow TCAM entry has reached the maximum threshold (three or more ECC errors). The NetFlow TCAM location will now be marked as reserved and can no longer be used.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_NETFLOW-3-NF\_ECC\_SOFT\_MAX: Too many Netflow ECC errors have occurred, Total Ecc Errors [[dec]]

**Explanation** The total number of NetFlow ECC errors has exceeded the soft limit number. The soft limit of NetFlow ECC errors is 2500. The hard limit is 5000. When the hard limit is reached, the line card will reboot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_NETFLOW-4

**Error Message** %EARL\_NETFLOW-4-ICAM\_THRLD: Netflow ICAM threshold exceeded, ICAM Utilization [[dec]%

**Explanation** The NetFlow ICAM is almost full. Aggressive aging is temporarily enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_NETFLOW-4-NF\_AGG\_CACHE\_THR: Netflow [chars] aggregation cache is almost full.

**Explanation** The aggregation cache for NetFlow is almost full. This condition might cause a high CPU load.

**Recommended Action** Consider increasing the size of the aggregation cache, or remove the aggregation cache configuration specified in the error message.

**Error Message** %EARL\_NETFLOW-4-NF\_FULL: Netflow Table Full, ICAM occupancy [[dec]%, TCAM occupancy [[dec]%, Entry creation failures [[dec]]

**Explanation** The NetFlow table is full, possibly because of faulty hashing behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EARL\_NETFLOW-4-NF\_TIME\_SAMPLING: Time-based sampling requests could not be processed in time.

**Explanation** Time-based sampling requests could not be processed in a timely fashion. This condition means that the sampling result might not be accurate.

**Recommended Action** Consider using packet-based sampling. Packet-based sampling uses an algorithm that ensures the sampling results will be accurate, even if they are not processed in the allotted time.

**Error Message** %EARL\_NETFLOW-4-TCAM\_THRLD: Netflow TCAM threshold exceeded, TCAM Utilization [[dec]%

**Explanation** The NetFlow TCAM is almost full. Aggressive aging is temporarily enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EARL\_NETFLOW-5

**Error Message** %EARL\_NETFLOW-5-NF\_ECC\_REMOVE: Netflow ECC Error Occured, Deleted NF entry [[hex]]

**Explanation** A NetFlow ECC error occurred. The affected NetFlow entry has been deleted at the address specified so that a new entry will be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# EC Messages

This section contains EtherChannel, Link Aggregation Control Protocol (LACP), and Port Aggregation Protocol (PAgP) messages.

## EC-5

**Error Message** %EC-5-CANNOT\_BUNDLE\_QOS1: Removed [chars] from port channel as QoS attributes of port and port-channel are different.

**Explanation** The port specified in the error message cannot join the port channel, because the QoS attributes of this port are not consistent with the QoS attributes of the port channel.

**Recommended Action** Match the QoS attributes of the specified port to the QoS attributes of other member ports in the port channel. Use the **show queuing interface** command to display the QoS attributes of a port.

**Error Message** %EC-5-COMPATIBLE: [chars] is compatible with port-channel members

**Explanation** The specified port was not operational earlier because its attributes were different from the attributes of the port channel or the attributes of the ports within the port channel. The system detects that the attributes of the specified port now match the port channel attributes.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %EC-5-DONTBNL2: [chars] suspended: port in half-duplex for LACP

**Explanation** For LACP EtherChannel, if the member port is in half-duplex mode, the port will be in a suspended state.

**Recommended Action** Configure port duplex to full duplex.

**Error Message** %EC-5-MINLINKS\_MET: Port-channel [chars] is up as its bundled ports ([dec]) meets min-links

**Explanation** The administrative configuration of minimum links is equal to or less than the number of bundled ports. As a result, this port channel is operational.

**Recommended Action** No action is required.

**Error Message** %EC-5-MINLINKS\_NOTMET: Port-channel [chars] is down bundled ports ([dec]) doesn't meet min-links

**Explanation** The administrative configuration of minimum links is greater than the number of bundled ports. As a result, this port channel is no longer operational.

**Recommended Action** Reduce the number of minimum links for the specified group, or add more ports to this port channel so that they bundle.

**Error Message** %EC-5-PROTO\_MISMATCH: Port-Channel [dec] has one aggregator with protocol mismatch

**Explanation** EtherChannel software disabled an aggregator under this port-channel and encountered a protocol mismatch on the aggregator. This means that the ports in the port-channel have not been all configured with the same protocol and this needs to be fixed.

**Recommended Action** Please verify the port-channel members configuration and fix it so that all the ports use the same protocol.

**Error Message** %EC-5-SUSPENDED: Port [chars] in port-channel [chars] is being suspended

**Explanation** EtherChannel software is unable to bundle the physical port in the port-channel. As the standalone disable feature is enabled, the port is going in the suspended state. Please check the configuration on the peer side of this port-channel.

**Recommended Action** Please verify the port-channel configuration of the port connected to the port for which this error message appeared.

**Error Message** %EC-5-VSS\_MINLINKS\_MET: Members of the Port-channel [chars] on switch [dec] is up as its bundled ports ([dec]) meets min-links

**Explanation** The administrative configuration of minimum links is equal or less than the number of bundled ports from the switch. Therefore all the ports in the port channel from that switch has been brought up.

**Recommended Action** None.

**Error Message** %EC-5-VSS\_MINLINKS\_NOTMET: All the members of the Port-channel [chars] is down on switch [dec] as the number of bundled ports ([dec]) doesn't meet min-links

**Explanation** The administrative configuration of minimum links is greater than the number of bundled ports from the switch. Therefore all the ports in port-channel from that switch has been brought down.

**Recommended Action** Reduce the min-links configuration for this group or add more ports to this port-channel from the switch to have them bundle.

# EM Messages

This section contains Event Manager (EM) messages.

## EM-3

**Error Message** %EM-3-EXCEED: EM exceed maximum open events ([dec]).

**Explanation** The total number of open events exceeded the maximum number of possible open events. The maximum number that the EM server permits is specified in the error message. EM clients are either opening too many events or not closing events within the permitted time period.

**Recommended Action** Enter the **show em state | inc *em\_type*** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-3-FAIL: The specified EM Function failed ([chars]).

**Explanation** The specified EM function failed. This condition might be caused by incorrect logic or a memory corruption.

**Recommended Action** Enter the **show em state** command and the **show em status** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-3-NOMEM: The EM failed to allocate memory resources for the specified EM function ([chars]).

**Explanation** The EM failed to allocate memory resources for the specified function because memory is running low.

**Recommended Action** Enter the **show memory summary** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-3-NULLPTR: The pointer in a specified EM function ([chars]) is incorrectly NULL.

**Explanation** The pointer in the specified EM function is incorrectly NULL. This condition might be caused by incorrect logic or a memory corruption.

**Recommended Action** Enter the **show em state** command and the **show em status** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EM-4

**Error Message** %EM-4-AGED: The specified EM client (type=[dec], id=[dec]) did not close the EM event within the permitted amount of time ([dec] msec).

**Explanation** A timeout occurred. This condition is minor and should not affect the functionality of the switch.

**Recommended Action** Enter the **show em state** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-4-INVALID: The specified EM function ([chars]) received Invalid operands <[dec]>.

**Explanation** The EM client used invalid API parameters.

**Recommended Action** Enter the **show em state** command and the **show em status** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-4-LIMIT: EM exceed open events limit ([dec]).

**Explanation** The EM has exceeded the permitted number of open events. The open event limit is 5000.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-4-NOTUP: The EM is not available ([chars]).

**Explanation** The EM is not available because some basic initialization failed. This condition might be caused by failure of a basic infrastructure functionality or a memory corruption.

**Recommended Action** Enter the **show em state** command and the **show em status** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-4-SEARCH: The EM function ([chars]) searched for the specified open event ([dec]), but the search failed.

**Explanation** The specified EM function could not find the specified open event. This condition might be caused by a memory corruption.

**Recommended Action** Enter the **show em state** command and the **show em status** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM-4-SENDFAILED: The specified EM client (type=[dec]) failed to send messages to standby.

**Explanation** The redundant supervisor engine is not updated because the specified EM client failed to send messages to the redundant supervisor engine. Do not attempt to failover to redundant supervisor engine.

**Recommended Action** Enter the **show checkpoint clients** command. If you cannot determine the cause of the error from the error message text or from the **show checkpoint clients** output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# EM\_ISSU Messages

This section contains Event Manager (EM) in-service software upgrade messages.

## EM\_ISSU-2

**Error Message** %EM\_ISSU-2-GET\_BUFFER: Event Manager ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Event Manager ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-2-INIT: Event Manager ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Event Manager ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-2-SEND\_NEGO\_FAILED: Event Manager ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Event Manager ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-2-SESSION\_NEGO: Event Manager ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The Event Manager ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-2-SESSION\_REGISTRY: Event Manager ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Event Manager ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## EM\_ISSU-3

**Error Message** %EM\_ISSU-3-INVALID\_SESSION: Event Manager ISSU client does not have a valid registered session.

**Explanation** The Event Manager ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-3-MSG\_NOT\_OK: Event Manager ISSU client 'Message Type %d' is not compatible

**Explanation** The Event Manager ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-3-MSG\_SIZE: Event Manager ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The Event Manager ISSU client was unable to calculate the MTU for the specified message. The Event Manager ISSU client is unable to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, **show issu message group**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-3-OPAQUE\_MSG\_NOT\_OK: Event Manager ISSU client 'Opaque Message Type %d' is not compatible

**Explanation** The Event Manager ISSU client received an incompatible (opaque) message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, **show issu message group**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-3-SESSION\_UNREGISTRY: Event Manager ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Event Manager ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %EM\_ISSU-3-TRANSFORM\_FAIL: Event Manager ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The Event Manager ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the Event Manager state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## ENT\_ALARM Messages

This section contains entity alarm messages.

### ENT\_ALARM-3

**Error Message** %ENT\_ALARM-3-NOALARMENT: [chars]

**Explanation** All entities that could have alarm conditions set for them should be registered with the alarm subsystem for the Cisco IOS software. This message indicates that the normal registration of entities in the Cisco IOS software alarm subsystem has failed, and that one or more entities could not be registered. The message text indicates the alarm entity that could not be registered. Any alarm conditions against the entity specified in the message text cannot be reported. This message does not indicate that the entity specified in the message has undergone an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ENT\_ALARM-6

**Error Message** %ENT\_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** This message provides alarm assertion or deassertion information.

**Recommended Action** This is an informational message only. No action is required.

## ENT\_API Messages

This section contains Entity MIB API (ENT\_MIB) messages.

### ENT\_API-4

**Error Message** %ENT\_API-4-NOALIAS: Physical entity not found when adding an alias with physical index = [dec] and logical index = [dec] to the Entity MIB

**Explanation** A timing issue was detected when the system or the module is brought up. This issue has no impact on system performance or management functionality.

**Recommended Action** No action is required.

**Error Message** %ENT\_API-4-NOPORT: Physical entity does not have a Port PhysicalClass when adding an alias with physical index = [int], logical index = [int], phyDescr = [chars], phyName = [chars], phyClass = [int], phyContainedIn = [int], to the Entity MIB

**Explanation** An attempt to add an alias entry to the Entity MIB was made. The physical entity with the specified index does not have an entPhysicalClass of 10 (Port class) and so the alias entry creation failed. See RFC2737 for the definition of the PhysicalClass textual convention and the aliasMappingEntry object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ENVIRONMENT Messages

This section contains environment messages.

## ENVIRONMENT-3

**Error Message** %ENVIRONMENT-3-OVERTEMP: [chars] [chars] [chars] [chars]

**Explanation** The internal chassis temperature has exceeded the maximum temperature threshold.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVIRONMENT-3-RPS\_FAILED: [chars] [chars] [chars] [chars]

**Explanation** Only one power supply was detected for the system in dual-power mode, or the power supply is failing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVIRONMENT-3-UNDERTEMP: [chars] [chars] [chars] [chars]

**Explanation** The internal chassis temperature is below the minimum temperature threshold.

**Recommended Action** No action is required.

## ENVIRONMENT-4

**Error Message** %ENVIRONMENT-4-CONFIG\_OVERTEMP: [chars] [chars] [chars] [chars]

**Explanation** The chassis inside temperature has exceeded the configured threshold, but is less than or equal to the maximum allowable internal chassis temperature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ENVM Messages

This section contains environmental monitoring (ENVM) messages.

### ENVM-2

**Error Message** %ENVM-2-TEMP\_SENSOR\_READFAIL: Failed to access the Temperature sensor on the linecard. Resetting the linecard.

**Explanation** The local CPU on the Enhanced FlexWAN module was unable to access the temperature sensor on the module. The module will attempt to recover by resetting itself.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ENVM-3

**Error Message** %ENVM-3-DISABLE: Environmental monitoring for [chars] disabled ([chars])

**Explanation** Environmental monitoring for the indicated hardware component could not be initiated. This error message is displayed if environmental monitoring for the whole system, or a particular hardware component is disabled. Operating the system with the environmental monitoring disabled can be dangerous.

**Recommended Action** Address the cause for the environmental monitoring being disabled as indicated in the error message. Depending on whether a particular hardware component is affected or the whole system, either the card should be removed or the entire system taken offline for a power shutdown until the problem is resolved. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVM-3-ENVDATA\_MISSING: Environmental monitoring information for card in [chars] is not present in the IDPROM

**Explanation** Environmental threshold data for the card in the specified slot is not present in the board IDPROM. The system will not monitor the voltage and temperature readings for the specified card.

**Recommended Action** Enter the **show diag slot-number** command for the specified slot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVM-3-ENVINFO\_MISSING: Voltage threshold information for [chars] is not present in the [chars]IDPROM for the card in [chars]

**Explanation** Environmental threshold data for the specified voltage is missing from the threshold table in the IDPROM. The system will not monitor the voltage and temperature readings for the specified card.

**Recommended Action** Enter the **show diag** *slot-number* command for the specified slot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVM-3-SUBSLOT\_SHUTDOWN: Environmental monitor initiated shutdown of the card in subslot [dec]/[dec] ([chars] measured at [chars])

**Explanation** The environmental monitor initiated a subslot shutdown due to a temperature or voltage condition.

**Recommended Action** Look at previous environmental messages to determine the cause of the shutdown and correct if possible. If you think the shutdown was in error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVM-3-TEMP\_SENSOR\_DISABLED: Access to Temperature sensor on module in slot [dec] is disabled

**Explanation** During previous reloads, this module experienced a timeout while accessing the temperature sensor. All further access to the temperature sensor will be disabled. This condition indicates a possible problem with the temperature sensor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ENVM-4

**Error Message** %ENVM-4-LONGBUSYREAD: C2W Interface busy for long time reading temperature sensor [dec]

**Explanation** The Cisco 2 wire (C2W) interface has taken an unusually long time to read the specified temperature sensor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVM-4-LONGBUSYWRITE: C2W Interface busy for long time writing temperature sensor [dec]

**Explanation** The Cisco 2 wire (C2W) interface has taken an unusually long time to write to the specified temperature sensor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENVM-4-RPSFAIL: [chars] may have a failed channel

**Explanation** One of the power supplies in a dual (redundant) power supply may have failed.

**Recommended Action** Check the inputs to the power supply or replace the faulty power supply as soon as possible to avoid an unplanned outage. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error.

Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support

**Error Message** %ENVM-4-WRITEERROR: Error writing temperature sensor [dec]

**Explanation** The Cisco 2 wire (C2W) interface has encountered an error while writing to the specified temperature sensor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ENV\_MON Messages

This section contains environmental monitor (ENV\_MON) messages.

### ENV\_MON-2

**Error Message** %ENV\_MON-2-BUSBRD\_TEMP: [chars] temperature has reached critical levels

**Explanation** The specified temperature sensor has signaled an overtemperature condition.

**Recommended Action** Check the supply. Attempt to resolve the temperature problem. Check to ensure that all router doors are in place and are closed. Check to ensure that the fans are operating. Remove the affected cards, check their temperature and, if required, allow them to cool and reinsert them. Operation of overtemperature equipment is not recommended because the equipment might become damaged. If the condition is not resolved, power the unit off. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ENV\_MON-5

**Error Message** %ENV\_MON-5-CSC\_FAIL\_SUPPLY\_POWER\_TO\_FANS: CSC in slot [dec] could not supply power to fan tray

**Explanation** The indicated clock and scheduler card (CSC) could not supply power to the fan trays.

**Recommended Action** Turn the router off and then on to attempt to clear the problem. Remove and reinsert the fan tray, and then the CSC. If the problem persists, contact your Cisco technical support representative to replace the indicated CSC.

## ENV\_MON-6

**Error Message** %ENV\_MON-6-CANTSHUT: Cannot shut down card in this slot

**Explanation** The attempt to shut down the line card has failed.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-INSALM: ALARMCARD [chars] was inserted in slot [dec]

**Explanation** The OIR facility has detected the insertion of an alarm card from the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-INSFAN: The Fan tray has been inserted into slot [dec]

**Explanation** The OIR facility has detected the insertion of a PEM from the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-INSPEM: PEM number [chars] inserted into slot [dec]

**Explanation** The OIR facility has detected the insertion of a PEM from the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-INSPEM\_GSR\_POWERSELF: Powersupply [chars] inserted

**Explanation** The OIR facility detected the insertion of a PEM on the power shelf-based internet router.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-INTERNAL\_ERROR: Internal error [dec] in [chars] - contact Cisco technical support

**Explanation** An unexpected internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ENV\_MON-6-REMARM: ALARMCARD [chars] was removed from slot [dec]

**Explanation** The OIR facility detected the removal of alarm card from the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-REMFAN: The Fan tray has been removed from slot [dec]

**Explanation** The OIR facility has detected that the fan tray has been removed.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-REMPER: PEM number [chars] removed from slot [dec]

**Explanation** The OIR facility has detected the removal of a PEM from the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %ENV\_MON-6-REMPER\_GSR\_POWERSELF: Powersupply [chars] removed

**Explanation** The OIR facility has detected the removal of a PEM on a power shelf-based internet router.

**Recommended Action** No action is required.

# EOBC Messages

This section contains Ethernet out-of-band channel (EOBC) messages.

## EOBC-0

**Error Message** %EOBC-0-EOBC\_JAM\_FATAL: [chars] in slot [dec] is jamming the EOBC channel. It has been disabled.

**Explanation** The primary supervisor engine EOBC hardware is faulty. There is no redundant supervisor engine to take over, so the switch has been shut down.

**Recommended Action** Immediately replace the supervisor engine in the slot specified in the error message.

## EOBC-2

**Error Message** %EOBC-2-EOBC\_JAM: EOBC channel is jammed. Attempting to diagnose the source of the problem and recover if possible.

**Explanation** The SP is unable to communicate with other processors in the system because of a problem with the EOBC channel. The problem could be due to faulty EOBC hardware on the supervisor engine or due to a module with a faulty connector to the EOBC channel. The SP will attempt to recover automatically. The success of this automatic recovery will be communicated through more messages.

**Recommended Action** No action is required.

**Error Message** %EOBC-2-EOBC\_JAM\_RECOVERED: [chars] in slot [dec] is jamming the EOBC channel. It has been disabled. [chars]

**Explanation** The specified module has faulty hardware and is adversely affecting the operation of the switch. The remaining modules will be power cycled and brought online.

**Recommended Action** Immediately replace the module in the slot specified in the error message.

## EOBC-3

**Error Message** %EOBC-3-NOEOBCBUF: No EOBC buffer available. Dropping the packet.

**Explanation** The EOBC receive buffer pool has been exhausted. No further input packets can be processed until some buffers are returned to the pool.

**Recommended Action** After buffers are returned to the pool, if processing continues normally, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EOS Messages

This section contains EOS ASIC (EOS) messages.

### EOS-2

**Error Message** %EOS-2-EOS\_INIT\_FAILURE : The EOS FPGA initialization failed due to [chars]

**Explanation** The EOS FPGA initialization was not successful because of a hardware problem with the board. This condition will cause packet drops.

**Recommended Action** Contact your Cisco technical support representative to obtain a replacement board.

**Error Message** %EOS-2-EOS\_INT : [chars]

**Explanation** A fatal interrupt has occurred. As a result, the device has been reinitialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EOS-2-INT : [chars]

**Explanation** A fatal interrupt has occurred. As a result, the device has been reinitialized. If the reported condition is a CRC or ECC parity error, the device will attempt to correct the error. Infrequent parity errors can usually be ignored, but persistent parity errors may indicate a hardware failure.

**Recommended Action** Reseat and reset the module. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EOS-2-NULL\_EOS\_OBJECT : The EOS device object pointer is set to NULL

**Explanation** The memory location of the EOS device object is invalid. The EOS FPGA operation is disabled and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EOS-3

**Error Message** %EOS-3-EOS\_PAUSE\_FAIL: [chars]

**Explanation** An attempt to pause the forwarding of traffic from an EOS ASIC interface FPGA to another ASIC has timed out. Depending on the status register value of the ASIC interface FPGA, traffic disruption might occur.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EOS-3-EOS\_UNPAUSE\_FAIL : EOS status register is 0x[hex]

**Explanation** An attempt to unpause traffic from the EOS FPGA to the Hyperion ASIC timed out. This condition may lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EOS-3-QUEUE\_ALLOC\_FAILED: Failed to allocate queue in the EOS FPGA for SPA in bay ([dec])

**Explanation** The system failed to allocate the EOS ASIC queue for the SPA in the specified bay. This condition might lead to traffic disruption.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EOS-4

**Error Message** %EOS-4-EOS\_WARN\_INT: [chars]

**Explanation** The EOS ASIC interface FPGA received a nonfatal interrupt. This interrupt should not affect normal operation.

**Recommended Action** No action is required.

## EOS-5

**Error Message** %EOS-5-PAUSE\_FAIL: [chars]

**Explanation** An attempt to pause the forwarding of traffic from an EOS ASIC interface FPGA to another ASIC has timed out. Depending on the status register value of the ASIC interface FPGA, traffic disruption might occur.

**Recommended Action** If normal traffic processing does not resume, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EOU Messages

This section contains Extensible Authentication Protocol over UDP (EOU) messages.

### EOU-2

**Error Message** %EOU-2-PROCESS\_ERR: Router could not create a EAPoUDP process

**Explanation** The system could not create an Extensible Authentication Protocol over UDP process.

**Recommended Action** Reload the system.

### EOU-4

**Error Message** %EOU-4-BAD\_PKT: IP=[IP\_address] | Bad Packet=[chars]

**Explanation** The system received an invalid or malformed EAP packet from the specified host.

**Recommended Action** Check the specified host for the EAP operation.

**Error Message** %EOU-4-MSG\_ERR: Unknown message event received

**Explanation** The EOU authentication process received an unknown message event.

**Recommended Action** If this message recurs, reload the system.

**Error Message** %EOU-4-PROCESS\_STOP: PROCESS=[chars] | ACTION=[chars].

**Explanation** The specified process has stopped.

**Recommended Action** Reload the system.

**Error Message** %EOU-4-SOCKET: EAPoUDP socket binding fails for PORT=[hex]. Check if the interface has valid IP address.

**Explanation** The EOU socket could not bind its port to an valid interface address.

**Recommended Action** This condition is probably caused by a missing IP address on the interface. Configure a valid IP address for the interface.

**Error Message** %EOU-4-UNKN\_EVENT\_ERR: UNKNOWN Event for HOST=[IP\_address] | Event=[dec].

**Explanation** An unknown event for the EOU process has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EOU-4-UNKN\_PROCESS\_ERR: An unknown operational error occurred.

**Explanation** The EOU process cannot function due to an internal system error.

**Recommended Action** Reload the system.

**Error Message** %EOU-4-UNKN\_TIMER\_ERR: An unknown Timer operational error occurred

**Explanation** The EOU process cannot function due to an internal system error.

**Recommended Action** Reload the system.

**Error Message** %EOU-4-VALIDATION: Unable to initiate validation for  
HOST=[IP\_address] | INTERFACE=[chars].

**Explanation** EOU could not start posture validation for the specified host. This condition is probably caused by a failure to bind the EOU port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EOU-4-VERSION\_MISMATCH: HOST=[IP\_address] | Version=[dec]

**Explanation** The specified host detected a mismatch in EOU versions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EOU-5

**Error Message** %EOU-5-AAA\_DOWN: AAA unreachable. METHODLIST=[chars] |  
HOST=[IP\_address] | POLICY=[chars].

**Explanation** AAA servers defined by the method list are unreachable for the given host and the policy being applied.

**Recommended Action** Check connectivity to the AAA servers.

**Error Message** %EOU-5-RESPONSE\_FAILS: Received an EAP failure response from AAA for  
host=[IP\_address]

**Explanation** The system received an EAP failure response from AAA, which indicates the unsuccessful validation of host credentials.

**Recommended Action** No action is required.

## EOU-6

**Error Message** %EOU-6-AUTHSTATUS: [chars] | [IP\_address]

**Explanation** This message displays the authentication status (Success, Failure) for the specified host.

**Recommended Action** This message is informational. No action is required.

**Error Message** %EOU-6-AUTHTYPE: IP=[IP\_address] | AuthType=[chars]

**Explanation** This message displays the authentication type for the specified host.

**Recommended Action** This message is informational. No action is required.

**Error Message** %EOU-6-CTA: IP=[IP\_address] | CiscoTrustAgent=[chars]

**Explanation** This message indicates whether or not Cisco Trust Agent was detected on the specified host.

**Recommended Action** Install Cisco Trust Agent on the host if it was not detected.

**Error Message** %EOU-6-IDENTITY\_MATCH: IP=[IP\_address] | PROFILE=EAPoUDP | POLICYNAME=[chars]

**Explanation** Because the system found the specified host in the EOU identity profile, there will be no EOU association with the host and the local policy.

**Recommended Action** If you do not want the specified host to be exempted from authentication, remove its entry from EOU identity profile.

**Error Message** %EOU-6-POLICY: IP=[IP\_address] | [chars]=[chars]

**Explanation** The system received policy attributes from AAA for the specified host.

**Recommended Action** This message is informational. No action is required.

**Error Message** %EOU-6-POSTURE: IP=[IP\_address] | HOST=[chars] | Interface=[chars]

**Explanation** This message displays the posture validation status for the specified host.

**Recommended Action** This message is informational. No action is required.

**Error Message** %EOU-6-SESSION: IP=[IP\_address] | HOST=[chars] | Interface=[chars]

**Explanation** An entry was created or deleted for the host on the specified interface.

**Recommended Action** This message is informational. No action is required.

**Error Message** %EOU-6-SQ: IP=[IP\_address] | STATUSQUERY| [chars]

**Explanation** The status query result for the specified host either failed or was invalid.

**Recommended Action** This message is informational. No action is required.

## EPIF Messages

**Error Message** %EPIF\_PORT-0-INTERNAL\_PANIC: [chars]

**Explanation** A Panic Condition.

## EPLD\_STATUS\_OPEN Messages

This section contains EPLD programming status file data processing (EPLD\_STATUS\_OPEN) messages.

### EPLD\_STATUS\_OPEN-4

**Error Message** %EPLD\_STATUS\_OPEN-4-ERROR\_ALLOC: %Error: Can't allocate [dec] bytes for epld status data

**Explanation** The system is unable to allocate required memory to access the file.

**Recommended Action** Determine the memory usage of the system, and retry the operation.

**Error Message** %EPLD\_STATUS\_OPEN-4-ERROR\_OPEN: %Error: Can't open [chars]

**Explanation** The system is unable to open the specified file.

**Recommended Action** Ensure that the filename is correct. Enter the **dir** command to verify the filename.

**Error Message** %EPLD\_STATUS\_OPEN-4-ERROR\_READ: %Error: status file [chars] read failed

**Explanation** An unknown error occurred while the system was reading the status program file to a local buffer.

**Recommended Action** Delete and recopy the file. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EPLD\_STATUS\_OPEN-4-ERROR\_REMOVE: %Error: status file [chars] remove failed

**Explanation** An unknown error occurred while the system was removing the status program file from nonvolatile memory.

**Recommended Action** Delete the file manually. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EPLD\_STATUS\_OPEN-4-ERROR\_SIZE: %Error: Bad file size [chars]

**Explanation** The file is too small or too large for a programming status file.

**Recommended Action** Enter the **dir** command, and determine the size of the file. Retry the operation.

**Error Message** %EPLD\_STATUS\_OPEN-4-ERROR\_WRITE: %Error: status file [chars] write failed

**Explanation** An unknown error occurred while the system was writing the status program file to nonvolatile memory.

**Recommended Action** Delete and recopy the file. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# EPM Messages

This section contains Policy Enforcement Module (EPM) messages.

## EPM-4

**Error Message** %EPM-4-POLICY\_APP\_FAILURE: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | POLICY\_TYPE=%s | POLICY\_NAME=%s | RESULT=FAILURE | REASON=%s

**Explanation** The displayed policy for the client could not be applied by the Policy Enforcement Module (EPM) for the reason indicated in the message.

**Recommended Action** Take appropriate action based the failure reason indicated in the message.

## EPM-6

**Error Message** %EPM-6-AAA: POLICY=%s | EVENT=%s

**Explanation** A download request has been sent and downloaded successfully for the specified downloadable ACL (dACL).

**Recommended Action** No action is required.

**Error Message** %EPM-6-IPEVENT: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | EVENT=%s

**Explanation** An IP wait, release, or assignment event has occurred with respect to the specified host.

**Recommended Action** No action is required.

**Error Message** %EPM-6-POLICY\_APP\_SUCCESS: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | POLICY\_TYPE=%s | POLICY\_NAME=%s | RESULT=SUCCESS

**Explanation** The displayed policy for the client has been applied successfully by the EPM.

**Recommended Action** No action is required.

**Error Message** %EPM-6-POLICY\_REQ: IP=%i | MAC=%e | AUDITSESID=%s | AUTHTYPE=%s | EVENT=%s

**Explanation** A policy application or remove request has been received by the EPM.

**Recommended Action** No action is required.

## ERR\_C6K\_Stack\_MIB Messages

This section contains error messages.

**Error Message** %ERR\_C6K\_STACK\_MIB-3-ERR\_C6K\_STACK\_MIB\_ICC\_NO\_PROC: [chars]: Failed to create the vs\_stack\_mib\_sp ICC Process

**Explanation** Failed to create the vs\_stack\_mib\_sp ICC Process.

**Recommended Action** No action is required.

**Error Message** %ERR\_C6K\_STACK\_MIB-3-ERR\_C6K\_STACK\_MIB\_ICC\_Q\_NULL: [chars]: Failed to create the ICC queue for C6K STACK MIB

**Explanation** Failed to create the ICC queue for C6K STACK MIB.

**Recommended Action** No action is required.

## ERR\_DET Messages

This section contains error detection messages.

### ERR\_DET-5

**Error Message** %ERR\_DET-5-ERR\_DET\_LOW\_MEM: Very low memory, dump debuginfo, local %u, io %u

**Explanation** A low-memory condition was detected. Debugging information will be dumped.

**Recommended Action** No action is required.

**Error Message** %ERR\_DET-5-ERR\_DET\_NO\_EOBC\_INPUT: No EOBC input, dump debuginfo, interval %u, times %u

**Explanation** No Ethernet Out-of-Band Channel (EOBC) input was received. Debugging information will be dumped.

**Recommended Action** No action is required.

# ESCON Messages

This section contains Enterprise Systems Connection (ESCON) messages.

## ESCON-3

**Error Message** %ESCON-3-ACCESS\_FAIL: LRC access Failed

**Explanation** Line card redundancy controller (LRC) access has failed.

**Recommended Action** Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

**Error Message** %ESCON-3-CRC16\_ERR\_THR\_ALM: ESCON CRC-16 Error Threshold [chars]

**Explanation** The threshold of allowable CRC-16 errors has been exceeded.

**Recommended Action** Check the client receive cable and the SFP optics. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESCON-3-CRC32\_ERR\_THR\_ALM: CRC-32 Error Threshold [chars]

**Explanation** The threshold of allowable CRC-32 errors has been exceeded.

**Recommended Action** Check the client receive cable and SFP optics. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESCON-3-ESCON\_RDWRFAIL: Read/write failed [[chars]]

**Explanation** A read or write error occurred while the hardware was being accessed.

**Recommended Action** Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

**Error Message** %ESCON-3-HEC\_ERR\_THR\_ALM: CDL-HEC Error Threshold [chars]

**Explanation** The threshold of allowable CDL HEC errors has been exceeded.

**Recommended Action** Check the network cable for sharp bends, and ensure the connectors are clean and connected properly.

**Error Message** %ESCON-3-HW\_LASER\_DOWN\_ALM: Remote Loss of Light [chars]

**Explanation** The optics laser has been disabled.

**Recommended Action** Check the remote client receive cable and the SFP optics.

**Error Message** %ESCON-3-IDPROM\_ACCESS\_FAIL: Access to IDPROM Failed

**Explanation** The IDPROM could not be accessed.

**Recommended Action** Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

**Error Message** %ESCON-3-INT\_LPBK\_FAIL: Internal CardLoopback Failed

**Explanation** An internal card loopback has failed.

**Recommended Action** Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

**Error Message** %ESCON-3-LASER\_TX\_FAULT\_ALM: Optic Laser Transmit Fault [chars]

**Explanation** An optical laser transmission fails on an ESCON aggregation card.

**Recommended Action** Remove and reinsert the ESCON SFP optics. If the problem persists, replace the ESCON SFP optics.

**Error Message** %ESCON-3-LOCAL\_FL\_LASER\_DOWN\_ALM: Local Failure [chars]

**Explanation** The optics laser has been disabled.

**Recommended Action** Check the trunk and switch fabric connection.

**Error Message** %ESCON-3-LOSS\_OF\_LIGHT\_ALM: Transceiver Loss of Light [chars]

**Explanation** The cable for the transceiver has been cut or removed.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-LOSS\_OF\_LOCK\_ALM: Transceiver CDR Loss of Lock [chars]

**Explanation** The CDR cannot lock onto the signal.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-LOSS\_OF\_SYNC\_ALM: Transceiver Loss of Sync [chars]

**Explanation** The transceiver has lost its synchronization.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-LPBK\_THRU\_PSC\_FAIL: Loopback through PSC Failed

**Explanation** An attempt to loopback through the processor and switch card (PSC) has failed.

**Recommended Action** Remove and reinsert the ESCON aggregation card. If the problem persists, power cycle the ESCON aggregation card. If the problem still persists, replace the ESCON aggregation card.

**Error Message** %ESCON-3-MIB\_HW\_LASER\_DOWN\_ALM: Laser Disabled [chars] [chars]  
[chars]

**Explanation** The client-side laser has been disabled.

**Recommended Action** Check the remote client receive cable and the SFP optics.

**Error Message** %ESCON-3-MIB\_LASER\_TX\_FLT\_ALM: Laser Transmit Fault [chars] [chars]  
[chars]

**Explanation** The client laser encountered a fault during transmittal.

**Recommended Action** Remove and reinsert the ESCON SFP optics. If the problem persists, replace the ESCON SFP optics.

**Error Message** %ESCON-3-MIB\_LOCAL\_FL\_LASER\_DOWN\_ALM: Local Failure, Laser Disabled  
[chars] [chars] [chars]

**Explanation** The client-side laser has been disabled.

**Recommended Action** Check the trunk and switch fabric connection.

**Error Message** %ESCON-3-MIB\_LOSS\_OF\_LIGHT\_ALM: Loss of Light [chars] [chars] [chars]

**Explanation** The client side transceiver detects a loss of light on an ESCON aggregation card.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-MIB\_LOSS\_OF\_LOCK\_ALM: Loss of Lock [chars] [chars] [chars]

**Explanation** The client side transceiver detects a loss of lock on an ESCON aggregation card.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-MIB\_LOSS\_OF\_SYNC\_ALM: Loss of Sync [chars] [chars] [chars]

**Explanation** The client side transceiver detects a loss of synchronization on an ESCON aggregation card.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-SEQ\_ERR\_THR\_ALM: ESCON SEQ Error Threshold [chars]

**Explanation** The threshold of allowable sequence errors has been exceeded.

**Recommended Action** Check the network cable for sharp bends, and ensure that the connectors are clean and connected properly.

**Error Message** %ESCON-3-SYM\_ERR\_THR\_ALM: 8b/10b Error Threshold [chars]

**Explanation** The threshold of allowable 8-byte or 10-byte errors has been exceeded.

**Recommended Action** Check the client receive cable and the SFP optics.

**Error Message** %ESCON-3-UNKNOWN\_SFP\_INSERTED: Unknown SFP inserted [chars]

**Explanation** An SFP has been inserted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ESF\_CRASHINFO Messages

This section contains Extended SuperFrame crashinfo data messages.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_BAD\_REGION: Unable to initialize crashinfo data collection Unknown region type specified: [chars]

**Explanation** Initialization of the crashinfo data collection facility failed. An unknown region type was specified.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_BAD\_VENDOR\_ID: Unable to initialize crashinfo data collection - the device vendor ID is invalid: [hex], should be: [hex]

**Explanation** Initialization of the crashinfo data collection facility failed due to an incorrect device vendor ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_COLLECTION\_FAILED: Unable to collect ESF crashinfo data

**Explanation** ESF crashinfo data collection has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_DEV\_IN\_RESET: Unable to initialize crashinfo data collection - the device is still in reset: [chars]

**Explanation** Initialization of the crashinfo data collection facility failed due to the device being in reset state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_INIT\_FAILED: Unable to initialize ESF crashinfo data collection: [chars]

**Explanation** Initialization of the ESF crashinfo data collection facility failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_PCI\_CMD\_STAT: Unable to initialize crashinfo data collection PCI\_CMD\_STAT error indication: [hex]

**Explanation** Initialization of the crashinfo data collection facility failed due to a PCI\_CMD\_STAT error indication.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-CRASHINFO\_UNSUPPORTED\_START\_STR: Unable to initialize crashinfo data collection Start string symbol not supported: [chars]

**Explanation** Initialization of the crashinfo data collection facility failed due to unsupported start string.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-INIT\_FAILED: Unable to create crashinfo file, subsystem not properly initialized

**Explanation** An attempt to produce a crashinfo prior to successful completion of subsystem initialization has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-OPEN\_FAILED: Unable to open crashinfo file [chars] ([dec])

**Explanation** Unable to open the file that was used to gather crashinfo.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-WRITE\_FAILED: Unable to write to crashinfo file [chars]: [chars]

**Explanation** Unable to open the file that was used to gather crashinfo.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_CRASHINFO-2-WRITING\_CRASHINFO: Writing crashinfo to [chars]

**Explanation** Crashinfo data is written to the specified file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ESF\_DRIVER Messages

This section contains SIP-400 ESF driver messages.

**Error Message** %ESF\_DRIVER-2-CHECKSUM\_FAILURE: Loading of the CPU code on [chars] failed due to checksum error

**Explanation** When code is loaded onto the CPU of the ESF engine, the code is read back and a checksum is calculated. The checksum that was read before the code was loaded onto the CPU does not match the checksum that was read after the code was loaded. This condition is an indication of a failure of the Rambus RAM for the ESF engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-FORWARDING\_PROCESSOR\_READ\_FAILURE: Read of register address [hex] failed on [chars].

**Explanation** The host processor tried to read a forwarding processor register on the ESF engine. The read failed after several retries because of collisions with other accesses to that register.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-FORWARDING\_PROCESSOR\_WRITE\_FAILURE: Write of register address [hex] failed on [chars].

**Explanation** The host processor attempted to write a register on the forwarding processor for the ESF engine. The write failed after several retries because of collisions with other messages that were attempting to access that register.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-PCI\_BUS\_ERROR: A PCI bus error occurred on [chars]: [chars] (addr=[hex]).

**Explanation** The host processor communicates with the ESF engine by using a PCI interface. While a PCI transaction was being performed, the transaction failed, which caused a bus error on the host processor. The address specified in the message text is the approximate address of the PCI transaction

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-PROD\_ID\_FAILURE: Retrieving the product id failed on [chars]

**Explanation** The host processor could not read the product ID register of the ESF engine. This condition occurs if the ESF engine fails to initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-RDRAM\_INIT\_FAILURE: RDRAM failed to init on [chars]: condition = [chars].

**Explanation** During initialization of the Rambus DRAM, several waiting conditions occur while the code is polling a register to obtain a lock bit. One of the waiting conditions has exceeded the timeout period.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-RDRAM\_SETUP\_FAILURE: The initialization of the RDRAM failed on the [chars]

**Explanation** The Rambus DRAM could not be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-SRAM\_SETUP\_FAILURE: The initialization of the SRAM failed on the [chars]

**Explanation** The SRAM could not be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-START\_FORWARDING\_PROCESSOR\_FAILURE: The starting of forwarding processor failed on the [chars]

**Explanation** The forwarding processors of the ESF engine have to be started before processing can begin. The CPU on the ESF engine assists in the starting of the forwarding engines. The CPU reported that an error occurred while the forwarding engines were being started.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-UCODE\_LOAD\_FAILURE: The loading of microcode failed (rc=[dec]) on [chars]

**Explanation** Before processing can begin, microcode has to be loaded on each forwarding processor of the ESF engine. The CPU on the ESF engine assists in the loading of the microcode. While microcode was being loaded, the CPU reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-UNEXPECTED\_PCI\_DOORBELL\_INT: Received an unexpected PCI interrupt ([dec]) from [chars] (mb0=[hex] mb1=[hex] mb2=[hex] mb3=[hex])

**Explanation** The CPU on the ESF engine communicates to the host processor through the PCI interface using various bits in an interrupt register. This error indicates that the host processor does not know how to interpret one of those bits.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_DRIVER-2-UNKNOWN\_VENDOR\_ID: The vendor id ([hex]) of [chars] does not match any known vendor id.

**Explanation** The vendor ID on the ESF engine does not match the vendor ID that is supplied by the manufacturer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ESF\_IPC Messages

This section contains IPX2800 IPC messages.

### ESF\_IPC-2

**Error Message** %ESF\_IPC-2-BAD\_HANDLER\_ID: An invalid handler ID was specified: [hex]

**Explanation** An invalid handler ID was specified. The handler ID is required to specify which thread the IPC message is being sent to.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-INVALID\_ARGUMENT: An invalid argument was specified:  
[chars]

**Explanation** An invalid argument was specified to one of the IPC library functions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-PRINT\_DATA\_INDICATION\_FAILED: An error occurred trying to process a PRINT DATA request: [hex] ([dec]:[dec]:[dec]): [chars] ([hex] [hex] [hex])

**Explanation** An error occurred in processing the PRINT DATA request from a thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-SEND\_MSG\_TIMEOUT: IPC command timeout: [hex] [hex] [hex] [hex].

**Explanation** The thread to which an IPC command was issued did not respond in the required time period.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-START\_MSG\_TIMEOUT: A timeout occurred waiting for the NP to register to support processing IPC commands.

**Explanation** Each network processor (NP) must register to handle processing an IPC soon after startup. If it does not register within the required time period, then initialization cannot be completed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-UNABLE\_TO\_ACCESS\_ESF\_MEMORY: Unable to access NP memory: [chars]

**Explanation** An error occurred trying to access network processor (NP) memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-UNABLE\_TO\_CREATE\_MSG: Unable to create IPC message

**Explanation** Insufficient resources exist to create a message used for processing the requested IPC command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-2-UNABLE\_TO\_SEND\_MSG: Unable to send IPC message

**Explanation** Insufficient resources exist to send a message used for processing the requested IPC command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ESF\_IPC-3

**Error Message** %ESF\_IPC-3-FATAL\_ERROR\_MSG: Fatal Error indication from [hex] ([dec]:[dec].[dec]): [chars]

**Explanation** A thread has generated a fatal error indication.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-3-NON\_FATAL\_ERROR\_MSG: Error indication from [hex] ([dec]:[dec].[dec]): [chars]

**Explanation** A thread has generated a nonfatal error indication.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-3-NON\_FATAL\_ERROR\_MSG\_ERROR: Error indication from [hex] ([dec]: [dec]. [dec]): [hex] [hex] [hex]

**Explanation** An error occurred trying to process a nonfatal error indication from a thread running on a network processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ESF\_IPC-6

**Error Message** %ESF\_IPC-6-PRINT\_DATA\_INDICATION: Print Data indication from [chars] - [hex] ([dec]: [dec]. [dec]): [chars]

**Explanation** A network processor thread requested the display of a particular section of memory. This is normally used for debugging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ESF\_IPC-6-STATUS\_UPDATE\_MSG: Status update from [hex] ([dec]: [dec]. [dec]): [hex]

**Explanation** A thread has generated a status update indication.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ETHCNTR Messages

This section contains the Ethernet controller (ETHCNTR) error messages. These messages are a result of a failure of the switch software when trying to program the hardware. Most of these errors lead to incorrect switch behavior, and should be reported to your Cisco technical support representative.

### ETHCNTR-2

**Error Message** %ETHCNTR-2-MOLSENDTIMEOUT: Molecule send timeout, queue [dec], molecule [hex] [hex]

**Explanation** An attempt to read or write one or more of the hardware settings failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### ETHCNTR-3

**Error Message** %ETHCNTR-3-FLOWCONTROL\_DUPLEX\_ERROR: Flowcontrol will not take effect until duplex is set to auto.

**Explanation** Flow control cannot take effect until the duplex mode has been set to auto.

**Recommended Action** Set the duplex mode to auto.

**Error Message** %ETHCNTR-3-HALF\_DUX\_COLLISION\_EXCEED\_THRESHOLD: Collisions at [chars] exceed threshold. Considered as loop-back.

**Explanation** The collision at a half-duplex port has exceeded the threshold, and the port is considered to be a loopback port.

**Recommended Action** No action is required.

**Error Message** %ETHCNTR-3-MOLSENDINT: Molecule send from interrupt handler

**Explanation** An interrupt handler is accessing the hardware in a manner that is not permissible for an interrupt handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ETHCNTR-3-NO\_HARDWARE\_RESOURCES: Not enough hardware resources. Shutting down [chars]

**Explanation** The system currently contains more VLANs and routed ports than the hardware can support.

**Recommended Action** Reduce the total number of VLANs and routed ports to fewer than 1,023. To maintain this configuration and connectivity across reboots, save the configuration to NVRAM.

## ETHER\_CFM Messages

This section contains Ethernet Connectivity Fault Manager (ETHER\_CFM) messages.

### ETHER\_CFM-3

**Error Message** %ETHER\_CFM-3-CROSS\_CONNECTED\_CSI: Service ID of received CC [chars] does not match local Service ID [chars].

**Explanation** For a specified service within a domain, the service ID in the continuity check (CC) message should match the locally configured service ID.

**Recommended Action** Verify that the service IDs are configured correctly using the **show ethernet cfm domain** command.

**Error Message** %ETHER\_CFM-3-LR\_FROM\_WRONG\_FP: received Loopback Reply with correct Transaction Identifier, but from a Maintenance Point different than Loopback Message's destination

**Explanation** An unknown destination sent a reply to a loopback message that was intended for another device.

**Recommended Action** Verify that the correct destination MAC address was specified in the CLI while sending the loopback message.

**Error Message** %ETHER\_CFM-3-MEP\_NOT\_CONFIGURED: received CC from unconfigured remote MEP.

**Explanation** While performing a crosscheck, a continuity check (CC) message was received from a remote maintenance endpoint (MEP) that is not configured under the domain submode.

**Recommended Action** Verify whether the remote MEP should be added to the remote MEP list under the domain using the **show ethernet cfm domain** command.

**Error Message** %ETHER\_CFM-3-RCV\_LOCAL\_MPID: MPID of CC matches local MPID.

**Explanation** The remote maintenance endpoint identifier (MPID) matches a MPID configured locally for the service.

**Recommended Action** Either the local MPID or remote MPID should be changed because the MPID should be unique for each service in a network.

**Error Message** %ETHER\_CFM-3-TM\_EGRESS\_BOUNDRY: egress path found for TM is at a higher level than the traceroute message.

**Explanation** Traceroute found a domain boundary on egress because the egress port level is higher than the traceroute message level.

**Recommended Action** Check that the MIP level on the egress port is at an appropriate level.

## ETHER\_CFM-5

**Error Message** %ETHER\_CFM-5-IGNORED\_VLAN: Ignored VLAN %u in '%s'

**Explanation** An invalid VLAN was ignored in the configuration.

**Recommended Action** No action is required.

## ETHER\_LMI Messages

This section contains Ethernet Local Management Interface (ETHER\_LMI) messages.

## ETHER\_LMI-6

**Error Message** %ETHER\_LMI-6-MISMATCHED\_VLAN\_CONFIGURED: VLAN %s configured but not in VLAN mapping for UNI %s

**Explanation** VLANs are configured on the user network interface (UNI) but do not exist according to VLAN mapping received from the network by the Ethernet local management interface (LMI).

**Recommended Action** Verify that the configuration of VLANs on the UNI match those assigned.

**Error Message** %ETHER\_LMI-6-MISMATCHED\_VLAN\_NOT\_CONFIGURED: VLAN %s not configured but in VLAN mapping for UNI %s

**Explanation** VLAN mappings received from the network by the Ethernet local management interface (LMI) do not match those that are configured on the user network interface (UNI).

**Recommended Action** Verify that the configuration of VLANs on the UNI match those assigned.

## ETHERNET\_LACP Messages

This section contains Ethernet Link Aggregation Control Protocol (LACP) messages.

**Error Message** %ETHERNET\_LACP-1-ISSU\_NOMEMORY: Unit [dec], no memory for [chars]

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %ETHERNET\_LACP-3-ISSU\_SENDFAILED: LACP ISSU: send message failed, rc = [dec]

**Explanation** The sending of a message has failed. This is an informational message only.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETHERNET\_LACP-4-ISSU\_INCOMPATIBLE: lacp-issu-compat: returned FALSE

**Explanation** The ISSU compatibility matrix check has failed. This is an informational message only.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETHERNET\_LACP-4-ISSU\_XFORM: [chars]: failed, rc=[chars]

**Explanation** The ISSU transform has failed. This is an informational message only.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETHERNET\_LACP-4-RF\_CLIENT\_BUNDLE: LACP HA: Unable initiate checkpoint bundle mode.

**Explanation** LACP is unable to initialize checkpoint bundle mode. This is an informational message only.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETHERNET\_LACP-4-RF\_CLIENT\_INIT: LACP HA: Unable to initiate RF client.

**Explanation** LACP is unable to initialize as a RF client. This is an informational message only.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

# ETHERNET\_MLACP Messages

This section contains Ethernet Multichassis Link Aggregation Control Protocol (LACP) messages.

## ETHERNET\_MLACP-3

**Error Message** %ETHERNET\_MLACP-3-PEER\_ICCP\_VERSION\_INCOMPATIBLE: Peer ICCP version [dec] is incompatible with local ICCP version [dec].

**Explanation** mLACP peer is running with a different version of ICCP. Incompatible ICCP would prevent mLACP from working properly.

**Recommended Action** Reboot peer with identical IOS version would correct the issue. Compatible ICCP version between different IOS images can still be achieved by doing show lacp multichassis group on the both devices to check if ICCP versions are compatible. If ICCP versions are incompatible, repeat IOS image loading and CLI above until a compatible image is loaded.

**Error Message** %ETHERNET\_MLACP-3-SYS\_CFG\_DUPL\_ID: Remote mLACP peer has duplicate mLACP node-id [dec]

**Explanation** A remote mLACP peer is configured with the same mLACP node-id as this device.

**Recommended Action** Reconfigure the mLACP node-id to be unique between the two devices with the **mlacp node-id** configuration command. Refer to the mLACP configuration section of the Cisco IOS documentation for more information on configuring mLACP.

**Error Message** %ETHERNET\_MLACP-3-SYS\_CFG\_INVALID\_ID: Received invalid mLACP node-id [dec] from peer

**Explanation** A remote mLACP peer is configured with an invalid mLACP node-id.

**Recommended Action** Reconfigure the peer to send a valid mLACP node-id with the **mlacp node-id** configuration command. Refer to the mLACP configuration section of the Cisco IOS documentation for more information on configuring mLACP.

## ETHERNET\_MLACP-4

**Error Message** %ETHERNET\_MLACP-4-CORE\_CONNECTED: mLACP has recovered from a core isolation failure. Attempting to recover [dec] LAGs in redundancy group [int]

**Explanation** mLACP has recovered from core isolation and has attempted to recover the LAGs in the redundancy group.

**Recommended Action** This message may not require any action. However the **show lacp multi-chassis group** and **show lacp multi-chassis port-channel** commands may be used to verify the state of the mLACP port-channels. Reference the mLACP section of the IOS documentation for details on core isolation failures and related configuration commands.

**Error Message** %ETHERNET\_MLACP-4-CORE\_ISOLATION: mLACP Core isolation failure: Attempting to failover [dec] LAGs in redundancy group [int]

**Explanation** mLACP has detected isolation from the core and has attempted to failover.

**Recommended Action** Use the **show redundancy interchassis** command to determine which core facing interface has triggered the isolation failure. Correct the failure for the given interface, this will clear the mLACP core isolation failure. Reference the mLACP section of the IOS documentation for more information on core isolation failures and related configuration commands.

**Error Message** %ETHERNET\_MLACP-4-ICRM\_CLIENT\_RECV\_BAD\_LEN: Received an mLACP TLV with bad length [dec], total message length [dec]

**Explanation** The mLACP TLV length is longer than the total message length.

**Recommended Action** Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the mLACP section of the IOS documentation to verify that mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative. Provide the representative with the exact message being seen as well as the output of the following commands, **show version**, **show run**, **show lacp multi-chassis group**, and **show lacp multi-chassis port-channel**.

**Error Message** %ETHERNET\_MLACP-4-ICRM\_CLIENT\_RECV\_NO\_TYPELEN: Received an mLACP TLV without a type and/or length field ([dec])

**Explanation** mLACP received an improperly formatted TLV from the peer. As a result the local and peer devices may have mismatched state data.

**Recommended Action** Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the mLACP section of the IOS documentation to verify that mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the versions of IOS from both devices.

**Error Message** %ETHERNET\_MLACP-4-ICRM\_CLIENT\_RECV\_REJ: Received rejected mLACP TLV from peer with message ID [dec]

**Explanation** A remote mLACP peer has rejected an mLACP TLV.

**Recommended Action** Issue the **show version** command on the local and remote devices to get the versions of IOS that are running. Reference the mLACP section of the IOS documentation to verify that mLACP is compatible between the IOS versions on the two devices. If the versions are compatible and the message still appears then please contact your Cisco technical support representative and provide the representative with the exact error message being seen as well as the versions of IOS from both devices.

**Error Message** %ETHERNET\_MLACP-4-PEER\_DISCONNECT: An mLACP peer has disconnected from redundancy group [int], attempting to reconnect

**Explanation** mLACP has detected that a peer device from the specified redundancy group has disconnected. mLACP will attempt to reconnect to the device until successful.

**Recommended Action** This message is typically caused by a configuration event on the peer router, and so no action may be necessary. However if this message is unexpected then issue the **show redundancy interchassis** command on both the local and peer mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Reference the mLACP section of the IOS documentation for more information on peer down failures.

**Error Message** %ETHERNET\_MLACP-4-PEER\_DOWN: mLACP Peer down failure: Attempting to make [dec] local LAGs active in redundancy group [int]

**Explanation** mLACP has detected a peer down failure and has attempted to make the local port-channels become active.

**Recommended Action** The peer down failure should be corrected by re-enabling communication with the peer mLACP device. Use the **show redundancy interchassis** command on both the local and peer mLACP devices to determine which peer member IP has lost communication. Use this information to further debug the network communication issue, and re-enable communication with the peer. Reference the mLACP section of the IOS documentation for more information on peer down failures.

**Error Message** %ETHERNET\_MLACP-4-PEER\_RECONNECT\_FAILED: The attempt to reconnect to the peer in redundancy group [int] has failed

**Explanation** After an mLACP peer device disconnected, an attempt was made to reconnect, however that attempt has failed.

**Recommended Action** To reinitialize the connection, unconfigure **mlacp interchassis group** from the port-channel, and then reconfigure it. After doing that, issue **show redundancy interchassis** to get the peer member IP connection status and the mLACP connection state. If the peer member IP connection status is not CONNECTED then there is a more basic communication issue that needs to be fixed. Otherwise if the peer member IP is CONNECTED but the mLACP state is not CONNECTED, then there could be a software issue. In that case collect the output of **show redundancy interchassis**, **show lacp multi-chassis group**, and **show lacp multi-chassis port-channel**. Then please contact your Cisco technical support representative and provide the collected information.

**Error Message** %ETHERNET\_MLACP-4-PEER\_UP: mLACP has recovered from a peer down failure in redundancy group [int]

**Explanation** mLACP is now in communication with the peer device, and has recovered from a previous peer down failure.

**Recommended Action** This message may not require any action. However the **show lacp multi-chassis group** and **show lacp multi-chassis port-channel** commands may be used to verify the state of the mLACP port-channels. Reference the mLACP section of the IOS documentation for details on peer down failures and related configuration commands.

## ETHERNET\_MLACP-6

**Error Message** %ETHERNET\_MLACP-6-PEER\_CONNECT: mLACP peer is now connected in redundancy group [int]

**Explanation** This message indicates that the local mLACP device is now connected to a peer device in the specified redundancy group.

**Recommended Action** No action is required. To view the peer information the command **show lacp multi-chassis port-channel** or **show lacp multi-chassis group** may be issued.

## ETHERNET\_OAM Messages

This section contains Ethernet Operation, Administration, and Maintenance (ETHERNET\_OAM) messages.

### ETHERNET\_OAM-2

**Error Message** %ETHERNET\_OAM-2-CRIT\_ERR: The Ethernet OAM protocol has encountered the critical error: [chars].

**Explanation** The protocol has encountered a critical error as specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### ETHERNET\_OAM-3

**Error Message** %ETHERNET\_OAM-3-LOOPBACK\_ERROR: Loopback operation on interface [chars] has encountered an error([chars]).

**Explanation** Because of the specified error, the loopback operation has ended abnormally.

**Recommended Action** No action is required.

## ETHERNET\_OAM-5

**Error Message** %ETHERNET\_OAM-5-EVENTTLV: [chars] is received from the remote client on interface [chars].

**Explanation** An event TLV is received from the remote OAM client, which detected errors in receiving frames from this local interface.

**Recommended Action** No action is required.

**Error Message** %ETHERNET\_OAM-5-LINK\_MONITOR: [chars] detected over the last [chars] on interface [chars].

**Explanation** A monitored error has been detected to have crossed the user-specified threshold.

**Recommended Action** No action is required.

**Error Message** %ETHERNET\_OAM-5-LINK\_MONITOR\_HT\_CROSS: High threshold was crossed on Port Channel [chars]'s last operational member port [chars]. Interface [chars] is kept online.

**Explanation** A monitored error has been detected to have crossed the user-specified threshold.

**Recommended Action** No action is required.

## ETHERNET\_OAM-6

**Error Message** %ETHERNET\_OAM-6-ENTER\_SESSION: The client on interface [chars] has entered the OAM session.

**Explanation** Ethernet OAM client on the specified interface has detected a remote client and has entered the OAM session.

**Recommended Action** No action is required.

**Error Message** %ETHERNET\_OAM-6-EXIT\_SESSION: The client on interface [chars] has left the OAM session.

**Explanation** Ethernet OAM client on the specified interface has experienced some state change.

**Recommended Action** No action is required.

**Error Message** %ETHERNET\_OAM-6-LINK\_TIMEOUT: The client on interface [chars] has timed out and exited the OAM session.

**Explanation** The Ethernet OAM client on the specified interface has not received any OAMPDUs in the number of seconds for timeout that were configured by the user. The client has exited the OAM session.

**Recommended Action** No action is required.

**Error Message** %ETHERNET\_OAM-6-LOOPBACK: Interface [chars] has [chars] the [chars] loopback mode.

**Explanation** The specified interface has entered or exited loopback mode because of protocol control or an external event, such as the interface link going down.

**Recommended Action** No action is required.

**Error Message** %ETHERNET\_OAM-6-RFI: The client on interface [chars] has received a remote failure indication from its remote peer(failure reason = [chars])

**Explanation** The remote client indicates a Link Fault, or a Dying Gasp (an unrecoverable local failure), or a Critical Event in the OAMPDU. In the event of Link Fault, the Fnetwork administrator may consider shutting down the link.

**Recommended Action** In the event of a link fault, consider shutting down the link.

**Error Message** %ETHERNET\_OAM-6-RFI\_CLEAR: The client on interface %s has received a clear of remote failure indication from its remote peer(failure reason = %s action = %s)

**Explanation** The remote client received a message to clear a link fault, or a dying gasp (an unrecoverable local failure), or a critical event in the operations, administration, and maintenance Protocol Data Unit (OAMPDU). The error-disable state can only be cleared by entering the **shutdown** command followed by the **no shutdown** command on the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ETHER\_SERVICE Messages

This section contains Ethernet service messages.

### ETHER\_SERVICE-6

**Error Message** %ETHER\_SERVICE-6-EVC\_STATUS\_CHANGED: status of %s changed to %s

**Explanation** The Ethernet virtual connection (EVC) status has changed.

**Recommended Action** No action is required.

**Error Message** %ETHER\_SERVICE-6-EVC\_VLAN\_NOT\_CONFIGURED: VLANs %s not configured at %s but is in a CEVLAN/EVC map

**Explanation** The specified VLANs are part of the CEVLAN/EVC map for an EVC associated with the specified interface, but the VLANs are not configured on that interface.

**Recommended Action** Verify the configurations of VLANs on the interface.

## ETSEC Messages

This section contains messages.

### ETSEC-1

**Error Message** %ETSEC-1-INITFAIL: PQ3/FE([dec]), Init failed, CSR[dec]=[hex]

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %ETSEC-1-INITFAILP: PQ3/FE([dec]), Init failed at [chars]

**Explanation** The FEC could not allocate a I/O buffer pool.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %ETSEC-1-MEMERR: PQ3/FE([dec]), Memory error, CSR[dec]=[hex]

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %ETSEC-1-SHOWFAIL: PQ3/FE([dec]), Memory error at [chars]

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

## ETSEC-2

**Error Message** %ETSEC-2-EXCEPTION: Fatal Error, Interface [chars] not transmitting

**Explanation** The software detected critical error and recovery failed, resulting in system crash.

**Recommended Action** Collect crashinfo files, syslogs and console dumps.

**Error Message** %ETSEC-2-NOISL: Interface [chars] does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

## ETSEC-3

**Error Message** %ETSEC-3-CREATE\_IBC\_FAILED: Creation of etsec ibc idb failed

**Explanation** etsec ibc idb creation has failed

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-INIT\_IBC\_FAILED: Initialization of etsec ibc failed

**Explanation** etsec ibc initialization has failed

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-INIT\_ICDM\_FAILED: Initialization of icdm driver failed

**Explanation** icdm driver initialized failed for etsec ibc

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-INIT\_MAC\_DRIVER\_FAILED: Initialization of ethernet mac driver failed

**Explanation** ethernet mac driver initialized failed for etsec ibc

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-MASKED\_RCV\_INTR: etsec\_ibc\_rcv\_interrupt called while masked: [int]

**Explanation** etsec\_ibc\_rcv\_interrupt called while already masked

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-NO\_BUFFER\_POOLS: Initialization of private buffer pools failed

**Explanation** Private buffer pools were not created for etsec ibc.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-NO\_PARTICLE: no particle available to populate the ethernet dma ring

**Explanation** No particle available to populate the ethernet dma ring.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-OVERFLO: PQ3/FE([dec]), Receive overflow

**Explanation** While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %ETSEC-3-OWNERR: PQ3/FE([dec]), Buffer ownership error, pak=[hex]

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %ETSEC-3-RECOVER\_TX: Interface [chars] TX workaround invoked

**Explanation** The software detected the interface was not transmitting packets. The workaround patch has been invoked.

**Recommended Action** The system should recover. No action is required.

**Error Message** %ETSEC-3-RESTART: Interface [chars] Restarted Due to [chars] Error

**Explanation** The software detected critical error and etsec driver was restarted to restore EoBC traffic flow.

**Recommended Action** The system should recover. No action is required.

**Error Message** %ETSEC-3-RX\_ADD\_BUFFER\_FAILED: particle not added to the ethernet dma ring

**Explanation** Particle not added to the Ethernet dma ring.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ETSEC-3-UNDERFLO: PQ3/FE([dec]), Transmit underflow

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

## ETSEC-4

**Error Message** %ETSEC-4-BABBLE: PQ3/FE([dec]), Babble error, CSR[dec]=[hex]

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

## ETSEC-5

**Error Message** %ETSEC-5-COLL: PQ3/FE([dec]), Excessive collisions, TDR=[dec], TRC=[dec].

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %ETSEC-5-EXCESSCOLL: PQ3/FE([dec]), Excessive collision

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %ETSEC-5-FIFO\_RECOVER: [chars] ([dec]) detected freeze, last([dec]) new([dec]) tx cntr. tx\_pending ([dec]). applying patch

**Explanation** The interface is used for IPC/SCP communication between RP and SP. In a rare situation when fifo tx engine is stuck and requires a toggle there is no data loss when the recovery patch is executed. Patch is applicable to MPC8548 version 2.0 silicon only.

**Recommended Action** None - software patch will be executed.

**Error Message** %ETSEC-5-LATECOLL: PQ3/FE([dec]), Late collision

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %ETSEC-5-LOSTCARR: PQ3/FE([dec]), Lost carrier. Transceiver problem?

**Explanation** The cable is not connected to the port.

**Recommended Action** Connect the cable to the port.

## EVENT\_TRACE Messages

This section contains event trace subsystem messages.

### EVENT\_TRACE-3

**Error Message** %EVENT\_TRACE-3-GROUP\_ID: Duplicate registration of group-id [dec]

**Explanation** Software subsystem is trying to register a group ID for an event trace that has already been used by another subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EXFREE Messages

This section contains external memory manage messages.

### EXFREE-2

**Error Message** %EXFREE-2-EXMEMFREE: Free a non allocated ptr [hex] size [dec].

**Explanation** The system is trying to free a memory. Not all of it is marked as allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EXFREE-2-EXMEMINIT: EXMEM [dec]: [chars]

**Explanation** The requested external memory allocator failed to be initialized. The reasons are not clear.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EXFREE-2-EXMEMLOCK: [chars] detected error ptr [hex] size [dec].

**Explanation** The system is attempting to lock or unlock a memory location that was either already locked or unlocked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EXFREE-2-EXMEMPARAM: Bad parameter ([dec]) when calling to the allocator utility

**Explanation** An illegal parameter was used when a call to the allocator utility was made. This condition may indicate data corruption.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EXFREE-2-EXMEMRESET: EXMEM [dec]: [chars]

**Explanation** The requested external memory allocator failed to be reset. The reasons are not clear.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EXFREE-4

**Error Message** %EXFREE-4-EXMALLOCFAIL: External memory allocation of [int] bytes failed from EXMEM [dec]

**Explanation** The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EXPRESS\_SETUP Messages

This section contains Express Setup messages.

### EXPRESS\_SETUP-3

**Error Message** %EXPRESS\_SETUP-3-UNABLE\_TO\_RESET\_CONFIG: [chars]

**Explanation** The system is unable to reset the configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## EXPRESS\_SETUP-6

**Error Message** %EXPRESS\_SETUP-6-CONFIG\_IS\_RESET: [chars]

**Explanation** The configuration is reset and the system will now reboot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %EXPRESS\_SETUP-6-MODE\_ENTERED:

**Explanation** Express setup mode is now active.

**Recommended Action** No action is required.

**Error Message** %EXPRESS\_SETUP-6-MODE\_EXITED:

**Explanation** Express setup mode is no longer active.

**Recommended Action** No action is required.

# FABRIC Messages

This section contains Fabric (FABRIC) messages.

## FABRIC-3

**Error Message** %FABRIC-3-DISABLE\_FAB: The fabric manager disabled active fabric in slot [dec] due to the error ([dec]) on this channel (FPOE [dec]) connected to slot [dec]

**Explanation** The firmware detected a severe fabric error and reported the error to the fabric manager. The manager has disabled the active fabric.

**Recommended Action** The Fabric Manager will automatically resynchronize the fabric channel to recover from the error. The problem may occur when the fabric card or the line card does not have good contact with backplane. You should insert the fabric and line cards firmly into the chassis.

**Error Message** %FABRIC-3-EM\_RECOVERY\_ISSU\_NEGO\_FAILED: Attempting EM recovery for EM type %d, but ISSU negotiation was unsuccessful/incomplete.

**Explanation** On a switchover, the fabric manager is trying to recover for events that were opened on the peer before the switchover, but not closed. These events are maintained by the event manager (EM). The fabric manager found that ISSU negotiation was either unsuccessful or incomplete. Because the data may not have been synchronized correctly between the active and standby devices, this is an error condition.

**Recommended Action** No action is required.

**Error Message** %FABRIC-3-ERRORS\_DDRSYNC: Line card DDR channels sync error fpoe/slot [dec] / [dec].

**Explanation** A transmit FIFO overrun or underrun in the DDR channels has occurred. The error indicates a clock mismatch. If this condition is persistent, the hardware is faulty.

**Recommended Action** The system will attempt to resynchronize the DDR channel and the fabric channel.

**Error Message** %FABRIC-3-LOST\_SYNC: [chars] endpoint of fpoe:[dec] lost Sync. to [chars] fabric,#[dec] times recovered success, trying to recover now!

**Explanation** The endpoint has lost synchronization with the fabric and is trying to recover.

**Recommended Action** No action is required.

## FABRIC-4

**Error Message** %FABRIC-4-DISABLE\_FAB: Please disable fabric service: active sup [dec] (error [dec])

**Explanation** All supervisor engine fabric channels have errors.

**Recommended Action** Disable fabric services for the switch. Disable power for external switch fabric modules. Disable fabric service for internal switch fabric modules, but keep the supervisor engines powered on.

**Error Message** %FABRIC-4-LINECARDMODE\_CFG\_MISMATCH: Service module in the slot [dec] cannot pass traffic to the distributed etherchannel configured.

**Explanation** Because of the hardware limitation of the service module in the slot specified, traffic from these modules cannot pass through the distributed EtherChannel as configured.

**Recommended Action** Force the service modules switching mode to bus mode by entering the **fabric switching-mode force busmode** command, or change the channel configuration so that the affected modules do not need to pass traffic through the EtherChannel.

**Error Message** %FABRIC-4-SERVICEMOD\_CHANGE\_BUSMODE: The switching mode of service module in slot [dec] can be changed to its default as the distributed etherchannel config is removed.

**Explanation** The switching mode of the service modules can be reverted to the default by entering the **no fabric switching-mode force busmode** command.

**Recommended Action** Restore the default by entering the **no fabric switching-mode force busmode** command.

**Error Message** %FABRIC-4-SUP\_SWITCHOVER: Supervisor switchover from slot [dec] (error [dec])

**Explanation** The active supervisor engine fabric channel has errors.

**Recommended Action** A switchover to the redundant supervisor engine occurs automatically.

## FABRIC-5

**Error Message** %FABRIC-5-CANNOT\_CLEAR\_BLOCK: The fabric in slot [dec] cannot support clear-block feature.

**Explanation** A user enabled the clear-block mechanism, but the fabric in the specified slot cannot support the feature.

**Recommended Action** No action is required.

**Error Message** %FABRIC-5-CANNOT\_SUPPORT\_FP\_INVERSION: The module you have installed in slot [dec] is running an older revision of firmware/software which may cause inconsistent system behavior. Please refer to the release notes for a minimum recommended software release for mentioned module.

**Explanation** The specified module can not support FP bit inversion with the current software release. The fabric clear block will disregard the COS setting for this module.

**Recommended Action** No action is required.

**Error Message** %FABRIC-5-CLEAR\_BLOCK: Clear block option is [chars] for the fabric in slot [dec].

**Explanation** The fabric manager has changed the status of the clear-block mechanism for all fabric channels. The status (on or off) is indicated in the message.

**Recommended Action** No action is required.

**Error Message** %FABRIC-5-ERRORS\_BUFFER: In fabric slot [dec], memory buffer for fpoe/slot [dec]/[dec] is full.

**Explanation** Either the buffer size is less than the packet size or the uplink buffer cannot respond to flow control from the fabric.

**Recommended Action** Examine the fabric memory configuration.

**Error Message** %FABRIC-5-ERRORS\_TIMEOUT: Time out for input from fpoe/slot [dec]/[dec] to slot [dec].

**Explanation** A timeout in the fabric input buffer occurred because of a problem from the destination slot. The transient error is observed when the module is removed. If the error is persistent, the module local bus might be locked.

**Recommended Action** Reset the module in the destination slot if the error is persistent.

**Error Message** %FABRIC-5-FABRIC\_FAILOVER: The fabric in slot [dec] has failed over due to fabric errors on slot [dec]. Fabric in slot [dec] is now the current active fabric.

**Explanation** The Switch Fabric Module in the specified slot failed over and active supervisor switch to former standby supervisor.

**Error Message** No action is required.%FABRIC-5-LINECARDMODE\_BUS\_FORCED: The switching mode of module in slot [dec] is forced to bus-mode.

**Explanation** The **fabric switching-mode force busmode** command has been applied.

**Recommended Action** No action is required.

**Error Message** %FABRIC-5-NOT\_ALLOWED: Power not allowed to module [dec] : [chars] .

**Explanation** Certain types of linecards is not given power for some reason. Detailed reason is given in the message body.

**Recommended Action** No action is required.

## FABRIC-6

**Error Message** %FABRIC-6-TIMEOUT\_ERR: Fabric in slot [dec] reported timeout error for channel [dec] (Module [dec], fabric connection [dec])

**Explanation** Firmware code on the fabric detected that the input or output buffer was not moving. To recover from this condition, the system will automatically resynchronize the fabric channel.

**Recommended Action** The system automatically recovers from this condition by doing a fabric channel resynchronization. If the system experiences this condition persistently, directly connect to the console of the fabric and the module to determine if any errors are being reported by the firmware. Also, reseal and reset the module.

## FABRIC\_INTF\_ASIC Messages

This section contains switch fabric interface ASIC (FABRIC\_INTF\_ASIC) messages.

### FABRIC\_INTF\_ASIC-4

**Error Message** %FABRIC\_INTF\_ASIC-4-DEV\_CONFIG\_FAIL: The Switch Fabric interface ASIC configuration failed

**Explanation** The switch fabric interface ASIC could not be configured.

**Recommended Action** If the switch fabric is inactive (down), this message can be expected. If the module comes online and traffic processing resumes, ignore this message. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. On the Route Processor, capture the **show logging** and **show version** commands.

**Error Message** %FABRIC\_INTF\_ASIC-4-FABRICCRCERRS: [dec] Fabric CRC error events in 100ms period

**Explanation** The switch fabric interface encountered more CRC error events than the supervisor engine CRC error threshold allows.

**Recommended Action** The line card has notified the supervisor engine and the error has been logged. No action is required from the user.

## FABRIC\_INTF\_ASIC-5

**Error Message** %FABRIC\_INTF\_ASIC-5-CHAN\_LINK\_SPEED\_OOB: Array access bounds violated, channel\_num=[int], link\_num=[int], speed=[int]

**Explanation** Cisco IOS code has attempted to access an internal array with an invalid index for SSA channel number or link number or speed.

**Recommended Action** No action is required if there is no system impact. If traffic stops or linecard fails, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FABRIC\_INTF\_ASIC-5-DEV\_INIT\_FAILURE: The Switch Fabric interface ASIC initialization failed

**Explanation** The switch fabric interface ASIC was not successfully initialized. As a result, this device is not operational and has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FABRIC\_INTF\_ASIC-5-FABRICDOWN\_CRCERRS: [dec] Fabric CRC error events in 100ms period

**Explanation** The switch fabric interface encountered more CRC errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down). The line card has notified the supervisor engine of this condition and the error has been logged.

**Recommended Action** This message indicates normal system operation. No action is required.

**Error Message** %FABRIC\_INTF\_ASIC-5-FABRICDOWN\_SYNCERRS: [dec] Fabric sync error events in 100ms period

**Explanation** The switch fabric interface encountered more synchronization errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down).

**Recommended Action** This message indicates normal system operation. No action is required.

**Error Message** %FABRIC\_INTF\_ASIC-5-FABRICSYNC\_DONE: Fabric sync on [chars] channel done.

**Explanation** The switch fabric interface ASIC was resynchronized.

**Recommended Action** No action is required.

**Error Message** %FABRIC\_INTF\_ASIC-5-FABRICSYNC\_REQ: Fabric sync requested on [chars] channel ([dec])

**Explanation** The line card has requested that the supervisor engine resynchronize its fabric interface ASIC.

**Recommended Action** No action is required.

**Error Message** %FABRIC\_INTF\_ASIC-5-NOFABRICPROCESS: The Switch Fabric interface fabric process could not be created

**Explanation** The switch fabric interface does not have a link process running: the system failed to create this process. This module will not support the fabric interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FABRIC\_INTF\_ASIC-5-NULL\_DEV\_OBJECT: The Switch Fabric interface device object pointer is set to NULL

**Explanation** The memory location of the switch fabric interface device object is invalid. The switch fabric interface ASIC operation is disabled and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FABRIC\_INTF\_ASIC-5-SMB\_ACCESSERROR: The Module Switch Fabric interface ASIC cannot be accessed

**Explanation** The switch fabric interface ASIC access (read or write) failed. The serial bus that connected to the switch fabric interface ASIC on this module is not functioning correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FABRIC\_SP

**Error Message** %FABRIC-SP-5-CLEAR\_BLOCK: Clear block option is [chars] for the fabric in slot [dec].

**Explanation** The fabric manager has changed the status of the clear-block mechanism for all fabric channels. The status (on or off) is indicated in the message.

**Recommended Action** No action is required.

**Error Message** %FABRIC-SP-5-FABRIC\_MODULE\_ACTIVE: The Switch Fabric Module in slot [dec] became active

**Explanation** The Switch Fabric Module in the specified slot is active as the switching fabric.

**Recommended Action** No action is required.

# FIB Messages

This section contains Forwarding Information Base (FIB) messages.

## FIB-2

**Error Message** %FIB-2-FIBFEATSESINIT: Error initializing CEF repop feature session queue

**Explanation** Initialization of a CEF feature session queue could not be accomplished because of a low-memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %FIB-2-FIBRETRY\_EXCEEDED: CEF table download to slot [dec] not performed as IPC port did not come up

**Explanation** The FIB could not be fully downloaded. As a result of this condition, hardware switching might not be functional on the module.

**Recommended Action** Reset the module to overcome this condition.

**Error Message** %FIB-2-HW\_IF\_INDEX\_ILLEGAL: Attempt to create CEF interface for [chars] with illegal index: [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the information with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-2-IF\_NUMBER\_ILLEGAL: Attempt to create CEF interface for [chars] with illegal if\_number: [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FIB-3

**Error Message** %FIB-3-FIBSBNOFN: Missing [chars] subblock [chars] function for [chars]

**Explanation** Functions for distributing this subblock are missing from the image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-3-MAC\_ACCT: [chars]: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-3-PREC\_ACCT: [chars]: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FIB-4

**Error Message** %FIB-3-FIB\_STATS\_ERROR: Internal Error - type [dec], slot [dec], total\_len [dec], msg\_len [dec], seg\_len [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-4-FIBNULLHWIDB: Missing hwidb for fibhwidb [chars] (ifindex [dec])

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-4-FIBNULLIDB: Missing idb for fibidb [chars] (if\_number [dec]).

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-4-FIBRETRY\_WARNING: IPC port for slot [dec] to become available for CEF table download (retried [dec] times)

**Explanation** The FIB table failed to download for the number of times specified in the message.

**Recommended Action** If the FIB table is successfully downloaded in a subsequent retry, no action is required. If the operation is not successful, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FIB-4-FIBXDRINV : Invalid format. [chars]

**Explanation** Because the VLAN interface was deleted while still in the administrative up state, the HSRP MAC address remains in the adjacency table. This message is not sent if the VLAN interface is first put into an administrative down state before being deleted.

**Recommended Action** No action is required.

## FIB-6

**Error Message** %FIB-6-FIBLCTUNDELSEQ: Update received on a linecard for a deleted tunnel([chars]) - ignored.

**Explanation** An update was received on a line card for a tunnel that has already been deleted. The update was ignored.

**Recommended Action** No action is required.

## FILESYS Messages

This section contains fileSYS messages.

### FILESYS-3

**Error Message** %FILESYS-3-RUNNING\_SYNC\_FAILED: The active is unable to synchronize the running configuration to standby, so standby will be reloaded

**Explanation** The active supervisor engine cannot access its running configuration to synchronize the configuration to the standby supervisor engine. This can be caused by temporary resource issues such as high CPU.

**Recommended Action** No action is required. This message is for informational purposes only.

### FILESYS-4

**Error Message** %FILESYS-4-CLPDINT: Management interrupts are [chars] for pcmcia device in socket [dec]. [chars]

**Explanation** A faulty PCMCIA flash device might be generating spurious insert or remove interrupts continuously. The PCMCIA controller's interrupt generation will be disabled temporarily, and will be reenabled after a few seconds. If an alternate PCMCIA device is inserted while the interrupts are disabled, the alternate device may not be readable. In this case, you must remove and reinsert the PCMCIA device.

**Recommended Action** Replace the PCMCIA flash device.

### FILESYS-5

**Error Message** %FILESYS-5-CFLASH: Compact flash card [chars] [chars]

**Explanation** A file system's status has changed.

**Recommended Action** Follow any instructions provided with the message.

**Error Message** %FILESYS-5-IFLASH : Internal Flash [chars] [chars]

**Explanation** A file system's status has changed. This can occur after the switch is converted from Catalyst OS software to Cisco IOS software. When you enter the **dir bootflash:** command, an unformatted flash memory returns a "bad device block info" or "invalid magic number" error message.

**Recommended Action** Format the flash memory using the **format** command and follow any instructions provided with the message. Otherwise, no action is required.

**Error Message** %FILESYS-5-UNKNDEV : Unknown device [chars] [chars]

**Explanation** A file system's status has changed. The flash device cannot be recognized by the switch. The 16-MB MEM-C6K-FLC16M and 24 MB MEM-C6K-FLC24M linear flash PC cards are preformatted and are ready to use, but the MEM-C6K-ATA-1-64M and 64 MB MEM-C6K-FLC64M flash PC cards are not preformatted. You must format these cards before using them to store files. In addition, the Supervisor Engine 1 and Supervisor Engine 2 do not support the same flash PC card format. To use a flash PC card with a Supervisor Engine 2, you must format the card with a Supervisor Engine 2. To use a flash PC card with a Supervisor Engine 1, you must format the card with a Supervisor Engine 1.

**Recommended Action** Format the flash memory using the **format** command and follow any instructions provided with the message. Otherwise, no action is required.



# FM Messages

This section contains Feature Manager (FM) messages.

## FM-2

**Error Message** %FM-2-ACL\_MERGE\_EXCEPTION: ACL merge internal error due to features configured on interface [chars] in [chars] direction, traffic may be switched in software

**Explanation** The configured features for this interface caused the merge to abort because of an internal error. The traffic on this interface and the interfaces sharing TCAM label with this interface will be sent to the software.

**Recommended Action** Redefine and reapply or unconfigure one or more features on the interface.

**Error Message** %FM-2-ACL\_MERGE\_NUM\_ACES: ACL merge aborted due to number of ACEs threshold for features on interface [chars] in [chars] direction, traffic may be switched in software

**Explanation** The configured features for this interface may have caused the merge to abort because of hitting the 64000 ACE merge threshold. The traffic on this interface and the interfaces sharing the TCAM label with this interface will be sent to the software.

**Recommended Action** Redefine and reapply or unconfigure one or more features on the interface.

**Error Message** %FM-2-FIE\_EXCEPTION: Feature interaction internal error due to features configured on interface [chars] in [chars] direction, traffic may be switched in software

**Explanation** The configured features for this interface caused an internal error in the feature interaction. The traffic on this interface and the interfaces sharing the TCAM label with this interface will be sent to the software.

**Recommended Action** Redefine and reapply or unconfigure one or more features on the interface.

**Error Message** %FM-2-FLOWMASK\_CONFLICT: Features configured on interface [chars] have conflicting flowmask requirements, traffic may be switched in software

**Explanation** The configured features for this interface have a flow mask conflict. The traffic on this interface and the interfaces sharing the TCAM label with this interface may not comply with the features under this condition. The traffic on these interfaces will be sent to the software.

**Recommended Action** Redefine and reapply or unconfigure one or more features to avoid the conflict.

**Error Message** %FM-2-TCAM\_ERROR: TCAM programming error %d

**Explanation** A software error caused a failure in programming ACLs into the TCAM.

**Recommended Action** Choose the Order Dependent Merge (ODM) algorithm for merging the ACL. Shut down the VLAN interface and reenable the interface after ten minutes. If the error message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FM-2-TCAM\_MEMORY: ACL merge abandoned when merging Interface [chars] [chars] ACLs due to insufficient memory. Interface traffic handled in Software.

**Explanation** The capacity of the hardware TCAM has been exceeded and the packets will be now process-switched. The first [chars] value indicates the VLAN interface for which the ACL merge fails, and the second [chars] indicates whether the ACL is ingress or egress.

**Recommended Action** Choose the Order Dependent Merge (ODM) algorithm for merging the ACL. Shut down the VLAN interface and reenable the interface after ten minutes. If the error message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FM-2-TCP\_FLAG\_HW\_EXCEPTION: No VLOUs available for TCP FLAGS for interface [chars] in [chars] direction: all features on the interface for the specified direction will be NOT effective

**Explanation** No VLOUs are available for TCP flags. This condition cannot be handled in the software for all the features configured on the interface. A message is printed on the console to notify the user of this error condition. Because there are no features that the software can handle, the system will program an entry to permit all traffic.

**Recommended Action** The hardware TCAM can handle up to 9 logical operations per interface and up to 64 logical operations in total. To recover from this error, recompute the ACLs for the features that cannot be handled in the software (for example, VACLs) to move entries using TCP flags before others entries are moved and to minimize the usage of TCP flags.

**Error Message** %FM-2-TCP\_FLAG\_SW\_EXCEPTION: No VLOUs available for TCP FLAGS on interface [chars] in [chars] direction: traffic will be software switched, features which are NOT processable in software will be NOT effective

**Explanation** No VLOUs are available for TCP flags. This condition cannot be handled in the software for some features configured on the interface. A message is printed on the console to notify the user of this error condition. Because there are some features that can be handled in the software (for example, VACLs and RACLs), an exception entry and traffic on this interface will be sent to the software.

**Recommended Action** The hardware TCAM can handle up to 9 logical operations per interface and up to 64 logical operations in total. To recover from this error, recompute the ACLs for the features that cannot be handled in the software (for example, VACLs) to move entries using TCP flags before others entries are moved and to minimize the usage of TCP flags.

## FM-3

**Error Message** %FM-3-LABELERROR: Incorrect label to [chars] vlan label attribute copy callback srclabel [dec], dstlabel [dec]

**Explanation** The Feature Manager attribute copy callback was called with an incorrect source or destination label.

**Recommended Action** Enter the **show running-config** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FM-3-NOTEMPTY: Illegal copy of attribute to non empty [chars] vlan label [dec]

**Explanation** The Feature Manager attribute copy callback was called with a destination label already being used by a VLAN or routed port.

**Recommended Action** Enter the **show running-config** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FM-3-UNKNOWNACTION: Unknown VMR access group action [hex]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FM-4

**Error Message** %FM-4-EXCESSESECONDARY: More than [dec] secondary IP addresses configured on interface [chars]

**Explanation** When secondary IP addresses are configured on an interface, the hardware is usually programmed so that the ICMP redirect functionality on the CPU is not notified of packets sent between two subnets configured on the same interface. If many secondary IP addresses are configured on the same interface it becomes impractical to program the hardware in this manner. This message is logged, and the CPU will be notified of every packet sent between two subnets on this interface. No ICMP redirects will be sent in error, but the CPU usage may increase because of the additional notifications.

**Recommended Action** Enter the **no ip redirects** command on the interface to reduce the CPU load on the system.

**Error Message** %FM-4-MPLS\_RSVD\_VLAN\_ERROR: Failed attempt to remove the default feature from MPLS reserved vlan [chars]

**Explanation** MPLS reserved vlan's have a default 'permit ip any any' ACL configured. In some corner cases an event is generated to unconfigure this default feature. Such instances should be blocked.

**Recommended Action** No functional impact. Contact TAC with the traceback and also with the configuration steps that lead to the error message.

**Error Message** %FM-4-FLOWMASK\_REDUCED: Features configured on interface [chars] have conflicting flowmask requirements, some features may work in software

**Explanation** The configured features for this interface have a flow mask conflict. The traffic on this interface and the interfaces sharing the TCAM label with this interface will be sent to the software.

**Recommended Action** Redefine and reapply or unconfigure one or more features to avoid the conflict.

**Error Message** %FM-4-IPSG\_VACL: VACL Capture & IPSG conflict on i/f [chars]

**Explanation** Because VACL capture and IPSG is not supported on the same VLAN port, VACL capture will be inactive. To activate VACL capture, reconfigure the feature after removing IPSG.

**Recommended Action** Remove either IPSG or VACL capture on this interface.

**Error Message** %FM-4-L2\_DYN\_TCAM\_EXCEPTION: Failed to install Dynamic TCAM entry to filter Layer 2 traffic, error status: [dec], host IP address: [IP\_address], interface: [chars]

**Explanation** There is an error in installing the per-user policies in the Dynamic TCAM region to filter Layer 2 traffic. The TCAM might be full. As a result, host ingress traffic will be subjected to the default interface ACL.

**Recommended Action** Attempt to free up TCAM resources.

**Error Message** %FM-4-L2EOU\_INSP: INSPECTION & L2EOU conflict on i/f [chars]

**Explanation** The inspection feature and the Layer 2 EAP over UDP (L2EOU) feature are not supported on the same VLAN. The inspection feature will be inactive. To activate the inspection feature, reconfigure it after removing the L2EOU feature.

**Recommended Action** Remove either the Layer 2 EAP over UDP (L2EOU) feature or the inspection feature from the interface.

**Error Message** %FM-4-L2EOU\_VACL: VACL Capture & L2EOU conflict on i/f [chars]

**Explanation** Because VACL capture and the Layer 2 EAP over UDP (EOU) feature are not supported on the same VLAN port, VACL capture will be inactive. To activate VACL capture, reconfigure the feature after removing the L2EOU feature.

**Recommended Action** Remove either the Layer 2 EAP over UDP (EOU) feature or VACL capture on this interface.

**Error Message** %FM-4-TCAM\_ADJ: Hardware ACL adjacency capacity exceeded

**Explanation** The hardware does not have the capacity to handle all of the configured adjacencies.

**Recommended Action** The configured policies have too many adjacencies to fit in the hardware. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Reduce the number of adjacencies in the policies.

**Error Message** %FM-4-TCAM\_DYN\_ENTRY\_EXCEPTION: Failed to install Dynamic TCAM entry in TCAM for Interface:[chars]

**Explanation** Dynamic installation of an ACE failed because of TCAM resource exhaustion. Layer 3 traffic will be handled by the software.

**Recommended Action** Attempt to free up TCAM resources.

**Error Message** %FM-4-TCAM\_MASK: Hardware TCAM MASK entry capacity exceeded

**Explanation** The hardware TCAM has exhausted its available storage and does not have the capacity to store all configured ACLs.

**Recommended Action** If the ACL merge algorithm is currently binary decision diagrams (BDD), space could be freed by changing the merge algorithm to order dependent merge (ODM). Enter the **show fm summary** command to determine the current merge algorithm. Enter the **mls aclmerge algorithm odm** command to change the merge algorithm from BDD to ODM. Enter the **mls tcam priority** command to prioritize interfaces for hardware switching. Attempt to share the same ACLs across multiple interfaces in order to reduce TCAM resource contention. If server load balancing is configured, enter the **mls ip slb search wildcard rp** command to reduce the amount of TCAM space used by server load balancing. After you enter the command, server load balancing will increase its utilization of the route processor.

## FMCORE Messages

This section contains Core Feature Manager (FMCORE) messages.

### FMCORE-2

**Error Message** %FMCORE-2-ACL\_FAILURE: Interface [chars] traffic will not comply with ACLs in [chars] direction(s)

**Explanation** ACLs will not be applied on traffic for the specified interface because of a TCAM resource contention.

**Recommended Action** The configured ACLs are too large for all of them to fit in the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

**Error Message** %FMCORE-4-RACL\_REDUCED: Interface [chars] routed traffic will be software switched in [chars] direction

**Explanation** TCAM resource contention prevents ACLs from being applied in the TCAM for this interface. The traffic on this interface will be sent to software so that the ACLs can be applied.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Enter the **mls tcam priority** command to prioritize the interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

**Error Message** %FMCORE-2-VACL\_FAILURE: Interface [chars] traffic will not comply with VACLs in [chars] direction(s)

**Explanation** VACLs will not be applied on traffic for this interface because of a TCAM resource contention.

**Recommended Action** The configured ACLs are too large for all of them to fit in the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

## FMCORE-4

**Error Message** %FMCORE-4-RACL\_REDUCED: Interface [chars] routed traffic will be software switched in [chars] direction

**Explanation** A TCAM resource contention prevents ACLs from being applied in the TCAM for the specified interface. The traffic on the interface will be sent to software so that the ACLs can be applied.

**Recommended Action** The configured ACLs are too large for all of them to fit in the hardware TCAM. Use the **mls tcam priority** command to prioritize interfaces for hardware switching. Try to share the same ACLs across multiple interfaces to reduce TCAM resource contention.

## FMCORE-6

**Error Message** %FMCORE-6-RACL\_ENABLED: Interface [chars] routed traffic is hardware switched in [chars] direction

**Explanation** Earlier TCAM resource contention may have prevented ACLs from being applied in the TCAM for this interface. It has been enabled and traffic on this interface is hardware switched.

**Recommended Action** No need to take an action for this as it is an informational message not an error message.

## FM\_EARL6 Messages

This section contains Enhanced Address Recognition Logic 6 Feature Manager (FM\_EARL6) messages.

### FM\_EARL6-4

**Error Message** %FM\_EARL6-4-RACL\_REDUCED\_MCAST\_RATELIM\_WARN: Enabling acl [chars] rate-limiter will cause Multicast traffic to be dropped in hardware on interface [chars] in [chars] direction

**Explanation** A TCAM resource contention prevents routed ACLs from being programmed in the TCAM for the specified interface in the specified direction. All Layer 3 traffic will be sent to CPU to have RACLs enforced in software. Due to a lack of resources, multicast special VMRs cannot be programmed. In this condition, rate limiting for traffic bridged to the CPU by the ACL is incompatible with the status of the multicast interface and will cause multicast traffic to be dropped in the hardware.

**Recommended Action** Do not enter the **mls unicast acl {input | output}** command.

**Error Message** %FM\_EARL6-4-VACL\_PVLAN: VACL config is NOT supported on secondary Vlan: [chars] and will be removed

**Explanation** Current implementation of the FM does not support the configuration of VACLs on secondary VLANs. The VACL configuration is removed from the VLAN interface once it becomes a secondary private VLAN. Both the hardware and the software will be updated accordingly.

**Recommended Action** Make the VLAN a primary VLAN or a regular (nonprivate) VLAN. Reapply the VLAN filter.

## FM\_EARL7 Messages

This section contains Enhanced Address Recognition Logic 7 Feature Manager (FM\_EARL7) messages.

### FM\_EARL7-2

**Error Message** %FM\_EARL7-2-IPV6\_PORT\_QOS\_MCAST\_FLOWMASK\_CONFLICT: QoS configuration on port [chars] conflicts for flowmask with IPv6 multicast forwarding on SVI interface [chars]

**Explanation** The port-based QoS microflow policing configuration for this interface has a flow mask conflict with IPv6 multicast forwarding. The traffic on the SVI interface will be sent to the software under this condition.

**Recommended Action** Unconfigure the latest configuration change, modify the conflicting QoS configuration, and reapply.

**Error Message** %FM\_EARL7-2-IPV6\_QOS\_MCAST\_FLOWMASK\_CONFLICT: QoS configuration on interface [chars] conflicts for flowmask with IPv6 multicast forwarding, traffic may be switched in software

**Explanation** The QoS microflow policing configuration for this interface has a flow mask conflict with IPv6 multicast forwarding. The traffic on this interface will be sent to the software under this condition.

**Recommended Action** Unconfigure the latest configuration change, modify the conflicting QoS configuration, and reapply.

**Error Message** %FM\_EARL7-2-SWITCH\_PORT\_QOS\_FLOWMASK\_CONFLICT: QoS configuration on switch port [chars] conflicts for flowmask with feature configuration on SVI interface [chars]

**Explanation** The QoS configuration on the specified port has a conflict with a feature configuration on an SVI interface. QoS or other features might not function correctly under these circumstances.

**Recommended Action** Unconfigure the latest configuration change, modify the conflicting configuration, and reapply the features.

## FM\_EARL7-4

**Error Message** %FM\_EARL7-4-FEAT\_CONFLICT\_ON\_IDB: IP ADMISSSION feature conflicts with other features on interface [chars], feature will work in software

**Explanation** The IP admission feature conflicts with other features on this interface.

**Recommended Action** Unconfigure any conflicting features and reapply the IP admission feature.

**Error Message** %FM\_EARL7-4-FEAT\_FLOWMASK\_REQ\_CONFLICT: Feature [chars] requested flowmask [chars] conflicts with other features on interface [chars], flowmask request Unsuccessful for the feature

**Explanation** The flow mask requested by the specified feature conflicts with other features. The requested flow mask cannot be programmed for the feature.

**Recommended Action** Redefine and reapply the feature, or unconfigure one or more features and reapply the specified feature to avoid the conflict.

**Error Message** %FM\_EARL7-4-FEAT\_FLOWMASK\_REQ\_CONFLICT\_ON\_SP: Flowmask requested on interface [chars] conflicts with other features on interface for Protocol [chars], flowmask request Unsuccessful for the feature

**Explanation** The flow mask requested by the feature conflicts with other features. The requested flow mask cannot be programmed for the feature.

**Recommended Action** Redefine and reapply the feature, or reconfigure one or more features and reapply the feature to avoid the conflict.

**Error Message** %FM\_EARL7-4-FLOW\_FEAT\_FLOWMASK\_REQ\_FAIL: Flowmask request for the flow based feature [chars] for protocol [chars] is unsuccessful, hardware acceleration may be disabled for the feature

**Explanation** The flow mask request for the flow-based feature is unsuccessful. This condition might occur because of a TCAM resource exception, a flow mask registers resource exception, or an unresolvable flow mask conflict with other NetFlow-based features. The NetFlow shortcut installation and hardware acceleration for the feature might be disabled under this condition, and the feature might be applied in the software.

**Recommended Action** Determine the netflow shortcut installation enable/disable status for the feature by entering the **show fm fe flowmask** command. If the NetFlow shortcut installation and hardware acceleration is disabled for the feature, reconfigure or unconfigure some of the other features to remove the TCAM resource exception or the flow mask conflict/flow mask resource exception condition. Reapply the feature for the flow mask request to succeed, and reenables the NetFlow shortcut installation for the feature.

**Error Message** %FM\_EARL7-4-FEAT\_QOS\_FLOWMASK\_CONFLICT: Features configured on interface [chars] conflict for flowmask with QoS configuration on switch port [chars], traffic may be switched in software

**Explanation** The configured features for the specified interface have flow mask conflicts with the QoS configuration on the switch port. The traffic on this interface will be sent to software.

**Recommended Action** Undo the latest configuration change, modify the conflicting QoS configuration on the switch port, and reapply the features.

**Error Message** %FM\_EARL7-4-FLOW\_FEAT\_FLOWMASK\_REQ\_FAIL: Flowmask request for the flow based feature [chars] for protocol [chars] is unsuccessful, hardware acceleration may be disabled for the feature

**Explanation** The flow mask request for the flow-based feature is unsuccessful. This may happen due to TCAM resource exception or flow mask registers resource exception or due to unresolvable flow mask conflict with other NetFlow-based features. NetFlow shortcut installation and hardware acceleration for the feature may be disabled under this condition and the feature may be applied in software.

**Recommended Action** Check the NetFlow shortcut installation enable/disable status for the feature by entering the **show fm fe flowmask** command. If NetFlow shortcut installation/hardware acceleration is disabled for the feature, reconfigure or unconfigure some of the other features to remove the TCAM resource exception or the flow mask conflict/flow mask resource exception condition. Reapply the feature for the flow mask request to succeed and reenables the NetFlow shortcut installation for the feature.

**Error Message** %FM\_EARL7-4-MLS\_FLOWMASK\_CONFLICT: mls flowmask may not be honored on interface [chars] due to flowmask conflict

**Explanation** The configured MLS flow mask conflicts with other features or with the QoS configuration. The traffic on the specified interface will be sent to the software. NDE might not function correctly for the specified interface under this condition.

**Recommended Action** Remove the conflicting configuration, and reconfigure the MLS flow mask.

**Error Message** %FM\_EARL7-4-MLS\_FLOWMASK\_NO\_TCAM\_RESOURCES: mls flowmask may not be honored on interface [chars] due to TCAM resource shortage

**Explanation** The requirements for the configured features exceed the TCAM resources. The flow mask may not be programmed in the hardware. Under this condition, the traffic on the specified interface is sent to the software. NDE may not function correctly for this interface.

**Recommended Action** Redefine and reapply some of the features, or unconfigure one or more features.

**Error Message** %FM\_EARL7-4-MLS\_IPV6\_FORCED\_COMPRESS\_MODE: Use IPv6 mask values of 88 or lower in forced compress mode for consistent processing of incompressible IPv6 addresses in both hardware and software.

**Explanation** IPv6 compress mode is a hardware feature. If compress mode is force-enabled and IPv6 ACLs are built with mask values 89 or greater, inconsistent behavior in IPv6 ACL processing could result with incompressible addresses. Using IPv6 mask values of 88 and lower while forcing compress mode ensures proper hardware processing of IPv6 ACL entries.

**Recommended Action** Use IPv6 mask values of 88 or lower in forced compress mode for consistent processing of incompressible IPv6 addresses in both hardware and software.

**Error Message** %FM\_EARL7-4-NO\_FLOWMASK\_REGISTERS: Feature configuration on interface [chars] could not allocate required flowmask registers, traffic may be switched in software

**Explanation** The flow mask requirements for configured features on the specified interface cannot be met because there are no available flow mask registers. The traffic on this interface will be sent to software.

**Recommended Action** Remove one or more NetFlow-based features or QoS microflow policing from the configuration, and reapply the features.

**Error Message** %FM\_EARL7-4-RACL\_REDUCED\_MCAST\_RATELIM\_WARN: Enabling acl [chars] rate-limiter will cause Multicast traffic to be dropped in hardware on interface [chars] in [chars] direction

**Explanation** A TCAM resource contention prevents routed ACLs from being programmed in TCAM for the specified interface in the specified direction. All Layer 3 traffic will be sent to CPU to have RACLs enforced in software. Due to a lack of resources, multicast special VMRs cannot be programmed. In this condition, rate limiting for traffic bridged to CPU by the ACL is incompatible with the status of the multicast interface and will cause multicast traffic to be dropped in hardware.

**Recommended Action** Do not enter the **mls unicast acl {input | output}** command.

**Error Message** %FM\_EARL7-4-VACL\_PVLAN: VACL config is NOT supported on secondary Vlan: [chars] and will be removed

**Explanation** The current implementation of the Feature Manager does not support the configuration of VACLs on secondary VLANs. The VACL configuration is removed from the VLAN interface once it becomes a secondary private VLAN. Both the hardware and the software will then be updated accordingly.

**Recommended Action** Change the VLAN to be a primary VLAN or a regular (nonprivate) VLAN and reapply the VLAN filter.

## FPD\_MGMT Messages

This section contains FPD Management Subsystem (FPD\_MGMT) messages.

### FPD\_MGMT-2

**Error Message** %FPD\_MGMT-2-CREATE\_FAIL: Couldn't create [chars].

**Explanation** The system does not have enough free main memory to create the specified resource.

**Recommended Action** Make sure that the system main memory size meets the minimum requirement that is specified in the Cisco IOS software release note. If the system meets the minimum requirement for this Cisco IOS software release, make sure that the amount of free main memory in the system also meets the minimum memory required to use this software feature. Enter the **show memory** command to find out this information and add more main memory if it is necessary. If the system meets all the memory requirements, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FPD\_MGMT-3

**Error Message** %FPD\_MGMT-3-BNDL\_CARD\_TYPE\_MISMATCH: The [chars] file does not contain the card type ([hex]) in the image bundle to indicate the support of the target card. Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The image bundle in the specified file does not contain a correct card type value for the target card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-BNDL\_CRC\_CHECK\_FAIL: The [chars] file contains a corrupted image bundle - CRC mismatch: current value [hex], expected value [hex]. Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The file failed the CRC checking process. This failure indicates a corrupt FPD image bundle or package file.

**Recommended Action** Try to download again the required package from the Cisco Software Center website as the specified one might be corrupted. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-BNDL\_NAME\_PREFIX\_MISMATCH: The [chars] file contains a bundle name prefix ([chars]) that does not match with the expected value of "[chars]" for the image bundle. Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The content of the selected FPD image bundle does not match its filename.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-BNDL\_WRONG\_HDR\_LEN: The [chars] file contains wrong header length for the image bundle: [int] bytes (expected [int] bytes). Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The specified file might not be a valid FPD image bundle or package file for the target card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-BNDL\_WRONG\_MAGIC\_NUM: The [chars] file contains a wrong magic number for the image bundle: [hex] (expected [hex]). Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The specified file might not be a valid FPD image bundle or package file for the target card or the file could be corrupted.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-BNDL\_WRONG\_SIZE: The [chars] file contains incorrect image bundle size: [int] bytes (expected [int] bytes). Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The specified file might not be a valid FPD image bundle or package file for the target card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-BUNDLE\_EXTRACT\_ERROR: Cannot extract the [chars] bundle from [chars] - [chars]

**Explanation** There has been a bundle file-extraction error. The cause of the failure is specified in the message. The specified file might not be a valid FPD image package file.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-CLOSE\_FAILED: Failed to close [chars] file.

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-DUPLICATE\_UPGRADE\_RESULT: Upgrade result already received for the FPD image upgrade of FPD ID [int] for [chars] card in [chars].

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-FPD\_UPGRADE\_FAILED: [chars] (FPD ID=[int]) image upgrade for [chars] card in [chars] has FAILED.

**Explanation** The FPD image upgrade process has failed for the specified device.

**Recommended Action** Retry the upgrade operation again. If the affected card remains disabled by the system after attempts to retry the upgrade, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-IMG\_CRC\_CHECK\_FAILED: The FPD image for [chars] (FPD ID [int]) in [chars] file is corrupted - CRC mismatch: current value [hex], expected value [hex]. Please make sure that this is a valid FPD image bundle or package file for card in [chars].

**Explanation** The image failed the CRC checking process, this indicates a corrupt FPD image bundle or package file.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-IMG\_DATA\_UNCOMPRESS\_ERROR: Could not uncompress [chars] FPD image for [chars] in [chars].

**Explanation** An error has been detected during the uncompress operation of the compressed FPD image data.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-IMG\_VER\_NOT\_FOUND: FPD image version information is not available for [chars] card in [chars]. All the FPD images will be upgraded to recover from this error.

**Explanation** The FPD image version information for the specified card is not available because the system was not able to extract this information for all the FPDs in the card. This could be the result of a corrupted FPD image from a power failure.

**Recommended Action** If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the FPD\_MGMT-5-CARD\_DISABLED message.

**Error Message** %FPD\_MGMT-3-INCOMP\_BNDL\_VER: The selected [chars] file contain an image bundle that has a version number that is incompatible for this IOS release - [chars]. Selected version = [int].[int], minimum compatible version = [int].[int]. Please make sure that this is a valid FPD image [chars] file for card in [chars].

**Explanation** The version of the selected FPD image bundle does not contain a valid version number that is compatible for the Cisco IOS release. The major version number should be the same and the minor version number should be at least equal to the minimal required version.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-INCOMP\_IMG\_VER: Incompatible [chars] (FPD ID=[int]) image version detected for [chars] card in [chars]. Detected version = [int].[int], minimum required version = [int].[int]. Current HW version = [int].[int].

**Explanation** An incompatible FPD image version has been detected. The FPD image must be upgraded either automatically or manually to make the card operational. If the automatic upgrade feature is not enabled, or if the system cannot find the necessary FPD image package file, the card will be disabled.

**Recommended Action** If the automatic upgrade feature is not enabled, then the affected card will be disabled. If this happens, follow the recommended action described for the FPD\_MGMT-5-CARD\_DISABLED message.

**Error Message** %FPD\_MGMT-3-INVALID\_IMAGE\_SIZE: The [chars] FPD image from [chars] file does not have a valid image size: expected size = [dec] bytes, actual size = [dec] bytes.

**Explanation** The size of the specified FPD image does not have the expected size. The FPD image bundle or package might not be a valid file.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-INVALID\_IMG\_VER: Invalid [chars] (FPD ID=[int]) image version detected for [chars] card in [chars].

**Explanation** The specified field programmable device contains an invalid version for the FPD image, because the system was not able to extract this information from the specified card. A failed upgrade attempt might have corrupted the FPD image identification on the device.

**Recommended Action** If the automatic upgrade feature is not enabled, the affected card will be disabled. If this happens, follow the recommended action described for the FPD\_MGMT-5-CARD\_DISABLED message.

**Error Message** %FPD\_MGMT-3-INVALID\_PKG\_FILE: The indicated file ([chars]) is not a valid FPD image package file - [chars]

**Explanation** The file format does not appear to be a valid FPD image package.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-INVALID\_PKG\_FILE\_SIZE: The indicated file ([chars]) does not have a valid FPD image package file size, minimum size = [dec] bytes.

**Explanation** The file size of the specified FPD image package does not meet the required minimum size. The file is too small to be a valid FPD image package file.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-INVALID\_UPGRADE\_RESULT: Invalid upgrade result '[int]' received for the FPD image upgrade of [chars] (FPD ID=[int]) for [chars] card in [chars].

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-IPC\_FAILED: Failed to send IPC message to [chars] in [chars] - [chars]

**Explanation** The system failed to send a message via IPC to the specified card. The cause of the specific IPC failure is specified in the message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FPD\_MGMT-3-MAJOR\_VER\_MISMATCH: Major image version mismatch detected with [chars] (FPD ID=[int]) for [chars] card in [chars]. Image will need to be [chars] from version [int].[int] to at least a minimum version of [int].[int]. Current HW version = [int].[int].

**Explanation** A major image version mismatch has been detected. This incompatibility will need to be resolved by doing an upgrade or downgrade operation, either automatically, or manually, to make the card operational. If the automatic upgrade feature is not enabled, or if the system cannot find the necessary FPD image package file, then the card will be disabled.

**Recommended Action** If the automatic upgrade feature is not enabled, the affected card will be disabled. If this happens, you can perform the upgrade using the **upgrade hw-module** privileged EXEC command. For more information about these commands, refer to the FPD image upgrade feature documentation in the software configuration guide for the target card.

**Error Message** %FPD\_MGMT-3-MISSING\_BUNDLE\_ENTRY: Failed to find a matching entry in the programmable device bundle information table.

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-MISSING\_DEV\_INFO: Could not find [chars] (FPD ID=[int]) information for [chars] card in [chars].

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-MISSING\_IMAGE: Could not find the required [chars] image (FPD ID=[int] and FPD version=[int].[int].[int]) compatible with HW version=[int].[int]) from the [chars]-fpd.bundle in [chars] file. Please make sure that this is a valid FPD image [chars] file for [chars] card in [chars].

**Explanation** The specified FPD image bundle or package file might not be the correct one. If this is an FPD image package file, then an incompatible package file might have been renamed with a filename that matched the one that the system is expecting for this Cisco IOS software release. You should never rename an FPD image package file name.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-OPEN\_FAILED: Failed to open [chars] ([chars]). Please make sure that the required file is in a valid path.

**Explanation** The system cannot access the required file from the specified URL.

**Recommended Action** Ensure that the specified URL is a valid path and the system has access to the file system where the file has been placed.

**Error Message** %FPD\_MGMT-3-OUT\_OF\_MEMORY: Could not allocate the required [dec] bytes of memory.

**Explanation** The system does not have enough free main memory to download the bundle file.

**Recommended Action** Make sure that the system main memory size meets the minimum requirement that is specified in the Cisco IOS software release note. If the system meets the minimum requirement for this Cisco IOS software release, make sure that the amount of free main memory in the system also meets the minimum memory required to use this software feature. Enter the **show memory** command to find out this information and add more main memory if it is necessary. If the system meets all the memory requirements, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FPD\_MGMT-3-PKG\_VER\_MISMATCH\_NOTE: The FPD image package being used ([chars]) is not the right version for this IOS version (it appears that a '[chars]' package was renamed to '[chars]'). An attempt to find the required FPD image will still be performed with this package.

**Explanation** The indicated FPD image package that is being used in FPD automatic upgrade does not contain the correct version information for the Cisco IOS version that is running in the system. This condition can occur if a different version of the FPD image package was renamed to match the filename that the Cisco IOS image is expecting to use. The upgrade operation will still be performed by trying to find the required FPD image from the renamed package file.

**Recommended Action** If the upgrade operation fails because the required FPD image cannot be found with the renamed FPD image package, replace the wrong package file with a valid one and perform the upgrade operation again.

**Error Message** %FPD\_MGMT-3-PKG\_FILE\_SEARCH\_FAILED: FPD image package ([chars]) cannot be found in system's flash card or disk to do FPD upgrade.

**Explanation** By default, if the **upgrade fpd path** *fpd-pkg-url* global configuration command is not configured, then the system will try to locate the required FPD image package file from removable flash cards or disks that are accessible by the system for an FPD upgrade. This message indicates that the system could not find the package file.

**Recommended Action** Make sure that the specified FPD image package file is copied into a flash card or disk that is accessible by the system, then restart the FPD upgrade by reinserting the target card or entering a system command to reload or power-cycle the target card.

**Error Message** %FPD\_MGMT-3-PKG\_VER\_FILE\_EXTRACT\_ERROR: Cannot extract the [chars] version file from [chars] - [chars]

**Explanation** There is a package version file extraction error. The cause of the failure is specified in the message. The specified file might not be a valid FPD image package file.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-READ\_BNDL\_HDR\_ERROR: Failed to read the FPD bundle header from [chars] file.

**Explanation** The specified file might not be a valid FPD image bundle or package file.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-READ\_ERROR: Could not read the [chars] file.

**Explanation** The system cannot read the required file from the specified URL.

**Recommended Action** Make sure that the specified URL is a valid path and that the system has access to the file system where the file has been placed.

**Error Message** %FPD\_MGMT-3-SEND\_IMG\_FAILED: [chars] (FPD ID=[int]) image for [chars] card in [chars] has failed to be sent for upgrade operation - [chars]

**Explanation** The FPD image was not able to be sent for the upgrade operation. The system might be too busy to handle this operation. The affected card will be disabled by this failure.

**Recommended Action** Wait until the system load is lower to try again with the manual upgrade procedure by using the **upgrade hw-module** privileged EXEC command. If the symptom persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-SW\_ERROR: NULL

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-TOO\_MANY\_FPD\_ENTRIES: Too many FPD entries for the FPD Bundle Info Table. Required number of entries = [int], maximum number of entries allowed = [int].

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-UNKNOWN\_BNDL\_HDR\_FORMAT: Unknown header format version: [hex]

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-UPGRADE\_LIST\_FULL: Could not add a new entry in the FPD Management Upgrade List. No upgrade will be performed for the [chars] card in [chars].

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-WRONG\_IMG\_DATA\_LEN: The FPD image for [chars] (FPD ID [int]) in [chars] file contains wrong data length: total data length (with padding) = [int] bytes, data length = [int] bytes. Please make sure that this is a valid FPD image bundle or package file for card in [chars].

**Explanation** The specified file might not be a valid FPD image bundle or package file for the card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file fpd-pkg-url** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-WRONG\_IMG\_HDR\_LEN: The FPD image for [chars] (FPD ID [int]) in [chars] file contains wrong header length: [int] bytes (expected [int] bytes). Please make sure that this is a valid FPD image bundle or package file for card in [chars].

**Explanation** The specified file might not be a valid FPD image bundle or package file for the card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show**

**upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-WRONG\_IMG\_MAGIC\_NUM: The FPD image for [chars] (FPD ID [int]) in [chars] file contains wrong magic number: [hex] (expected [hex]). Please make sure that this is a valid FPD image bundle or package file for card in [chars].

**Explanation** The specified file might not be a valid FPD image bundle or package file for the card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FPD\_MGMT-3-WRONG\_IMG\_MAJOR\_VER: The selected FPD image for upgrade contains wrong FPD image major version number = '[int]' (expected number = '[int]') for [chars] (FPD ID [int]). Please make sure that the file being used for upgrade is a valid FPD image [chars] for card in [chars].

**Explanation** The file used for upgrade might not be a valid FPD image bundle or package file for the card.

**Recommended Action** Ensure that the version of the FPD image package, which is stated in the package filename, matches or is compatible with the Cisco IOS software release that the system is running. If the version is not the correct one, try to obtain the correct one from the Cisco Software Center website. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot fpd**, the **show upgrade fpd table**, and the **show upgrade fpd file** *fpd-pkg-url* commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FPD\_MGMT-4

**Error Message** %FPD\_MGMT-4-BYPASS\_AUTO\_UPGRADE: The automatic FPD image upgrade feature is not enabled, bypassing the image upgrade for [chars] card in [chars].

**Explanation** The automatic FPD image upgrade feature is not enabled. The incompatible image will not be automatically upgraded. The card will be disabled until the image is upgraded to a compatible version.

**Recommended Action** Enable the automatic FPD image upgrade by entering the **upgrade fpd auto** global configuration command, or enter the **upgrade hw-module** privileged EXEC command for a manual upgrade operation. For more information about these commands, refer to the FPD image upgrade feature document for the target card. (This documentation can be found in the software configuration guide for the target card.)

**Error Message** %FPD\_MGMT-4-CFG\_NOT\_SYNCED: Failed to sync "[chars]" command to standby: [chars]

**Explanation** A FPD configuration command failed to get synced to standby RP due to the indicated error condition. Usually this can happen if the standby RP hardware doesn't support the type of filesystem supported on the active one.

**Recommended Action** Configure again the command with a filesystem that is supported on both standby and active RP. To find out if a specific filesystem is also supported on standby RP, the **dir ?** command can be used to display a list of filesystem supported on both standby and active RP.

**Error Message** %FPD\_MGMT-4-UPGRADE\_EXIT: Unexpected exit of FPD image upgrade operation for [chars] card in [chars].

**Explanation** The FPD image upgrade operation was interrupted by the physical removal of the card from the system or by the use of other commands that have interrupted the normal operation of the target card. The partial upgrade operation might have left the card unusable because of corrupted FPD images.

**Recommended Action** If the card does not come up after reinserting into the system, perform the recovery upgrade operation by entering the **upgrade hw-module** privileged EXEC command. With this command, the system will attempt to reprogram the image to recover from the previous partial upgrade operation. For more information about performing a recovery upgrade operation, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

**Error Message** %FPD\_MGMT-4-VERSION\_CHECK\_ABORTED: FPD image version check operation has been aborted for [chars] card in [chars] because manual upgrade has already been started.

**Explanation** The FPD image version check operation required for the automatic upgrade feature is not being performed for the specified card because the **upgrade hw-module** privileged EXEC command has already being executed. These two operations cannot be performed at the same time.

**Recommended Action** If an automatic upgrade operation is required, do not enter the **upgrade hw-module** privileged EXEC command for the manual upgrade while the target card is initializing. Enter the **show hw-module subslot fpd** command and ensure that the target card is displayed in the command output before proceeding with the manual upgrade.

## FPD\_MGMT-5

**Error Message** %FPD\_MGMT-5-CARD\_DISABLED: [chars] card in [chars] is being disabled because of an incompatible FPD image version. Note that the [chars] package will be required if you want to perform the upgrade operation.

**Explanation** The specified card contains an incompatible FPD image version, and is being disabled to avoid operational problems with the existing Cisco IOS software. This can happen if the automatic upgrade feature has not been enabled with the **upgrade fpd auto** global configuration command, if the automatic upgrade operation failed to perform the required upgrade, or because it could not find the necessary FPD image package file. Upgrade the incompatible image so that the system can enable the card.

**Recommended Action** The FPD image upgrade can be performed automatically by making sure that the automatic upgrade feature is enabled with the **upgrade fpd auto** global configuration command and the necessary FPD image package file is located in the system's default file system (for instance, disk0:) or in a location specified by the **upgrade fpd path directory-url** global configuration command. When the automatic upgrade feature is enabled, the upgrade is triggered by the reinsertion of the card into the system or the use of a system command to reload or power-cycle the target card. nother way to perform the upgrade is through the use of the **upgrade hw-module** privileged EXEC command. For more information about these commands, refer to the FPD image upgrade feature document for the target card (this documentation can be found in the software configuration guide for the target card).

**Error Message** %FPD\_MGMT-5-POST\_UPGRADE\_REMINDER: [chars] card in [chars] will require a [chars] for the FPD image upgrade to take effect.

**Explanation** The indicated card will require manual intervention after the FPD image upgrade. The specified operation is required for the upgraded FPD image to take effect.

**Error Message** No action is required.%FPD\_MGMT-5-CARD\_POWER\_CYCLE: [chars] card in [chars] is being power cycled for the FPD image upgrade to take effect.

**Explanation** The specified card is being power cycled after the FPD image upgrade. This action allows the target card to be operational with the new upgraded FPD image or images.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-5-UPGRADE\_ATTEMPT: Attempting to automatically upgrade the FPD image(s) for [chars] card in [chars]. Use 'show upgrade fpd progress' command to view the upgrade progress ...

**Explanation** The automatic FPD image upgrade feature is enabled with the **upgrade fpd auto** global configuration command. The system is currently upgrading an incompatible image version automatically.

**Recommended Action** The upgrade process can take a long time. The FPD\_MGMT-6-UPGRADE\_TIME message gives an estimate of the total upgrade time. No action is required.

## FPD\_MGMT-6

**Error Message** %FPD\_MGMT-6-BUNDLE\_DOWNLOAD: Downloading FPD image bundle for [chars] card in [chars] ...

**Explanation** The system is downloading the field programmable device image bundle to the system main memory.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-6-OVERALL\_UPGRADE: All the attempts to upgrade the required FPD images have been completed for [chars] card in [chars]. Number of successful/failure upgrade(s): [int]/[int].

**Explanation** All the FPD image upgrades have completed for the specified card.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-6-PENDING\_UPGRADE: [int] more FPD image upgrade operation will be required on [chars] in [chars] after additional power-cycle operation on the target card.

**Explanation** All upgrade operations have not completed, and additional power-cycle operations are required before the upgraded or new FPD image will be applied to the system configuration. The message text specifies the number of pending upgrade operations that will be performed. More than one power-cycle operation might be required to complete the overall upgrade process.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-6-UPGRADE\_PASSED: [chars] (FPD ID=[int]) image in the [chars] card in [chars] has been successfully updated from version [chars] to version [int].[int]. Upgrading time = [time-stamp]

**Explanation** The FPD image upgrade process has completed successfully for the specified device.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-6-UPGRADE\_RETRY: Attempting to recover from the failed upgrades ...

**Explanation** Because of an image upgrade failure, the system will attempt another upgrade operation for the same FPD image.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-6-UPGRADE\_START: [chars] (FPD ID=[int]) image upgrade in progress for [chars] card in [chars]. Updating to version [int].[int]. PLEASE DO NOT INTERRUPT DURING THE UPGRADE PROCESS (estimated upgrade completion time = [time-stamp]) ...

**Explanation** The FPD image upgrade process has started. Do not interrupt the upgrade operation because any interruption could render the target card unusable. Avoid actions such as removing the target card from the system, powering off the system, or using commands that can power-cycle the target card during the upgrade process.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %FPD\_MGMT-6-UPGRADE\_TIME: Estimated total FPD image upgrade time for [chars] card in [chars] = [time-stamp].

**Explanation** The estimated total time for all FPD images to be upgraded is displayed for the specified card.

**Recommended Action** This is an informational message only. No action is required.

## FPOE\_DB Messages

This section contains fabric port of exit (FPOE) messages.

### FPOE\_DB-4

**Error Message** FPOE\_DB-4-ENTRY\_USAGE\_ABOVE: FPOE DB entry usage is above [dec] %< [dec] of [dec] >

**Explanation** FPOE database entry usage went above the warning threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FPOE\_DB-4-ENTRY\_USAGE\_BELOW: FPOE DB entry usage is below [dec] %< [dec] of [dec] >

**Explanation** FPOE database entry usage went below the warning threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FPOE\_DB-4-ENTRY\_USAGE\_FULL: FPOE DB entry usage is full <[dec] of [dec] >

**Explanation** The FPOE database entry usage is full.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FPOE\_DB-4-ENTRY\_USAGE\_NOT\_FULL: FPOE DB entry usage is not full <[dec] of [dec] >

**Explanation** The FPOE database entry usage is not full.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# FR Messages

This section contains Frame Relay (FR) messages.

## FR-3

**Error Message** %FR-3-FR\_PVC\_STATUS\_Q\_CREATE\_ERROR: FR PVC status event queue error: failed to create queue

**Explanation** Unable to create FR PVC status event queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FR-3-MAP\_DELETE\_ERROR: [chars]

**Explanation** An error occurred while deleting a Frame Relay map.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FR-3-MFR\_UNEXPECDEVENT: MFR Timer process error: event table is NULL for event [dec], state [dec]

**Explanation** The event was ignored because the state transition table is NULL. Normal processing continues.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FR-3-SVC\_SETUP: [chars]: interface [chars]: DLCI [dec]

**Explanation** An error occurred while attempting to set up a Frame Relay SVC. There may have been an attempt to set up an SVC using a DLCI that is already in use.

**Recommended Action** Check if the DLCI is already in use. For example, a PVC may be configured to use the same DLCI by entering the **show frame-relay pvc** command. If so, remove the configuration.

## FR-5

**Error Message** %FR-5-CONVERT\_ROUTE: Converting route pair to connect

**Explanation** A pair of Frame Relay routes is being converted to connections.

**Recommended Action** No action is required.

## FR\_ADJ Messages

This section contains Frame Relay adjacency messages.

**Error Message** %FR\_ADJ-3-ADD\_MEMBER: Unable to add adjacency for vc-bundle [chars] member [dec]

**Explanation** An error occurred while adding an adjacency for a VC-bundle member.

**Recommended Action** Delete the VC bundle and reconfigure on the same interface.

**Error Message** %FR\_ADJ-3-ARRAY\_FULL: Unable to setup adjacencies for vc-bundle [chars]

**Explanation** An error occurred while setting up VC-bundle adjacencies.

**Recommended Action** Try shutting down the subinterface on which the VC bundle is configured. After a minute or so, verify that the adjacencies on the subinterface have been deleted. Reconfigure the VC bundle.

**Error Message** %FR\_ADJ-3-ARRAY\_INDEX\_ERROR: Adjacency array index is incorrect for vc-bundle [chars] member [dec]

**Explanation** An error occurred while setting up VC-bundle adjacencies.

**Recommended Action** Try shutting down the subinterface on which the VC bundle is configured. After a minute or so, verify that the adjacencies on the subinterface have been deleted. Reconfigure the VC bundle.

## FR\_HA Messages

This section contains frame relay redundancy messages.

### FR\_HA-3

**Error Message** %FR\_HA-3-ISSU: [chars]: [chars]

**Explanation** A Frame Relay ISSU error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FR\_HA-3-SYNC: [chars]: code [dec]

**Explanation** An error occurred when synchronizing the Frame Relay state to the standby route processor. This may affect nonstop forwarding capability on Frame Relay interfaces during and after switchover until the state is recovered through normal protocol operation.

**Recommended Action** Reset the standby processor to attempt the synchronization again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# FRR\_OCE Messages

This section contains Fast Reroute OCE messages.

## FRR\_OCE-3

**Error Message** %FRR\_OCE-3-GENERAL: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FRR\_OCE-3-INVALIDPAR: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FRR\_OCE-3-NULLPOINTER: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FR\_RP Messages

This section contains Frame Relay Route Processor (FR\_RP) messages.

### FR\_RP-3

**Error Message** FR\_RP-3-IPC\_STATS\_INVALID\_DLCI: Error processing IPC msg - msg type [chars]

**Explanation** An error occurred while an IPC statistics message was being processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FR\_RP-3-IPC\_STATS\_INVALID\_INTERFACE: Error processing IPC msg - msg type [chars]

**Explanation** An error occurred while an IPC statistics message was being processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FR\_RP-3-IPC\_STATS\_INVALID\_MSG: Error processing IPC msg - msg type [chars]

**Explanation** An error occurred while an IPC statistics message was being processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** FR\_RP-3-IPC\_STATS\_MISC: Error processing IPC msg - [chars]

**Explanation** An error occurred while an IPC statistics message was being processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FR\_VCB Messages

This section contains Frame Relay VC bundle messages.

### FR\_VCB-3

**Error Message** FR\_VCB-3-ADJ\_SRC\_ERROR: Error sourcing adjacency - vc-bundle [chars] dlci [dec]

**Explanation** An error occurred while setting up the adjacency for a member PVC.

**Recommended Action** Reconfigure the VC bundle. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FR\_VCB-3-BUMPING: Bumping error - vcb [chars] - [chars]

**Explanation** An error occurred while bumping traffic in a VC bundle.

**Recommended Action** As a workaround, reconfigure the VC bundle to avoid bumping.

**Error Message** %FR\_VCB-3-CONFIG: Configuration error - vcb [chars] - [chars]

**Explanation** An error occurred while interpreting the VC bundle configuration.

**Recommended Action** Try reconfiguring the VC bundle.

**Error Message** %FR\_VCB-3-FIBSW\_MISSING\_TABLE\_ENTRY: FIB switching error - vc-bundle [chars]

**Explanation** An error occurred while FIB switching packet(s) across a VC bundle.

**Recommended Action** As a workaround, delete the VC bundle and use a PVC to substitute for the VC bundle.

**Error Message** %FR\_VCB-3-PROCESS\_SWITCHING: Switching error - vcb [chars] - [chars]

**Explanation** An error occurred while switching packets across a VC bundle.

**Recommended Action** As a workaround, delete the VC bundle and employ a PVC to substitute for the VC bundle.

## FR\_VCB-5

**Error Message** %FR\_VCB-5-UPDOWN: FR VC-Bundle [chars] changed state to [chars]

**Explanation** The state of a Frame Relay VC bundle changed to up/down.

**Recommended Action** This is an informational message only. No action is required.

## FR\_VIP Messages

This section contains Frame Relay VIP messages.

## FR\_VIP-3

**Error Message** %FR\_VIP-3-INCONSISTENT: Invalid state on VIP: DLCI [dec]: Slot [dec]: Error code [dec]

**Explanation** An error occurred while the Frame Relay state of the VIP was being processed.

**Recommended Action** Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot.

**Error Message** %FR\_VIP-3-MISSING\_STATE: Missing state on VIP: DLCI [dec]: Slot [dec]

**Explanation** An error occurred while an IPC statistics unit was being prepared.

**Recommended Action** Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot.

**Error Message** %FR\_VIP-3-SWITCHING: [chars] DLCI [dec]: [chars]

**Explanation** An error was detected while a packet was being switched on the VIP.

**Recommended Action** Enter the **shutdown** and **no shutdown** commands to disable and enable the Frame Relay-encapsulated interface for the specified slot, or unconfigure then reconfigure the interface. If this does not solve the problem, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FR\_VIP-5

**Error Message** %FR\_VIP-5-FLUSH: Flushing frame relay state

**Explanation** The Frame Relay state of the VIP card is being cleared.

**Recommended Action** No action is required.

## FS\_IPHC Messages

This section contains Fast IP Header Compression messages.

## FS\_IPHC-2

**Error Message** %FS\_IPHC-2-LC\_IPHC\_SETUP\_FAIL: Failed to initialise or allocate memory for IP Compression database.

**Explanation** The IP compression main database could not be created because of a lack of memory resources. The line card cannot allocate memory for an IP compression database.

**Recommended Action** If possible, add more memory to the VIP. Obtain more free memory on the VIP by reducing the features that are used or buffer allocations. Enter the **ip rtp compression-connections** command in interface configuration mode to reduce the number of contexts configured on all interfaces on the affected line card.

## FS\_IPHC-4

**Error Message** %FS\_IPHC-4-LC\_IPCSENDFAIL: LC unable to send IPHC msg to RP ([int])

**Explanation** The IP compression main database could not be created because of a lack of memory resources. The line card cannot allocate memory for an IP compression database.

**Recommended Action** If possible, add more memory to the VIP. Obtain more free memory on the VIP by reducing the features that are used or buffer allocations. Enter the **ip rtp compression-connections** command in interface configuration mode to reduce the number of contexts configured on all interfaces on the affected line card.

**Error Message** %FS\_IPHC-4-RP\_NOIPCBUFFER: Unable to malloc IPC msg buffer ([int]) on RP

**Explanation** The line card was unable to send IPHC information to the route processor because of a lack of memory in its private memory pool.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FTTM Messages

This section contains Full Ternary TCAM Manager (FTTM) messages.

## FTTM-3

**Error Message** %FTTM-3-ERROR: [chars]

**Explanation** An FTTM manager error has occurred. The cause of the error is given in the message itself.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FW-3

**Error Message** %FW-3-SMTP\_INVALID\_COMMAND: Invalid SMTP command (%s) (total %d chars) from initiator (%i:%d)

**Explanation** The CBAC code detected an invalid SMTP command in the inspected SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system. The command is rejected and the connection is reset by the firewall immediately.

**Recommended Action** This message is for informational purposes only, but may indicate a security problem.

## FW-4

**Error Message** %FW-4-ALERT\_OFF: %s, count (%d/%d) current 1-min rate: %d

**Explanation** Either the number of half-open connections or the new connection initiation rate has gone below the max-incomplete low threshold. This message indicates that the rate of incoming new connections has slowed down and is issued only when the max-incomplete low threshold is crossed.

**Recommended Action** This message is for informational purposes only, but may indicate that an attack has stopped.

**Error Message** %FW-4-ALERT\_ON: %s, count (%d/%d) current 1-min rate: %d

**Explanation** Either the max-incomplete high threshold of half-open connections or the new connection initiation rate has been exceeded. This error message indicates that an unusually high rate of new connections is coming through the firewall, and a DOS attack may be in progress. This message is issued only when the max-incomplete high threshold is crossed.

**Recommended Action** This message is for informational purposes only, but may indicate a security problem.

**Error Message** %FW-4-HOST\_TCP\_ALERT\_ON: Max tcp half-open connections (%d) exceeded for host %i.

**Explanation** The max-incomplete host limit of half-open TCP connections has been exceeded. This message indicates that a high number of half-open connections is coming to the protected server, and may indicate that a SYN flood attack is in progress and is targeted to the specified server host.

**Recommended Action** This message is for informational purposes only, but may indicate that a SYN flood attack was attempted. If this alert is issued frequently and identified to be mostly false alarms, then the max-incomplete host threshold value is probably set too low, and there is a lot of legitimate traffic coming in to that server. In this case, the max-incomplete host parameter should be set to a higher number to avoid false alarms.

**Error Message** %FW-4-TCP\_MAJORDOMO\_EXEC\_BUG: Majordomo Execute Attack - from %i to %i

**Explanation** A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-TCP\_SENDMAIL\_BAD\_FROM\_SIG: Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-TCP\_SENDMAIL\_BAD\_FROM\_SIG: Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-TCP\_SENDMAIL\_BAD\_TO\_SIG: Sendmail Invalid Recipient - from %i to %i

**Explanation** Triggers on any mail message with a ' 'pipe' (|) symbol in the recipient field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-TCP\_SENDMAIL\_DECODE: Sendmail Decode Alias - from %i to %i

**Explanation** Triggers on any mail message with ": decode@" in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-TCP\_SENDMAIL\_INVALID\_COMMAND: Invalid SMTP command - %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %FW-4-TCP\_SENDMAIL\_INVALID\_COMMAND: Invalid SMTP command - %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %FW-4-TCP\_SENDMAIL\_OLD\_SIG: Archaic Sendmail Attacks - from %i to %i

**Explanation** Triggers when "wiz" or "debug" commands are sent to the SMTP port.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-UNBLOCK\_HOST: New TCP connections to host %i no longer blocked

**Explanation** New TCP connection attempts to the specified host are no longer blocked. This message indicates that the blocking of new TCP attempts to the specified host has been lifted.

**Recommended Action** This message is for informational purposes only, but may indicate a SYN flood attack was attempted to the host.

**Error Message** %FW-4-UNAVAILABLE: %s, count (%d/%d) current 1-min rate: %d

**Explanation** Either the max-incomplete high threshold of half-open connections or the new connection initiation rate has been exceeded. This error message indicates that an unusually high rate of new connections is coming through the firewall, and a DOS attack may be in progress. This message is issued only when the max-incomplete high threshold is crossed.

**Recommended Action** This message is for informational purposes only, but may indicate a security problem.

**Error Message** %FW-4-UNAVAILABLE: %s, count (%d/%d) current 1-min rate: %d

**Explanation** Either the number of half-open connections or the new connection initiation rate has gone below the max-incomplete low threshold. This message indicates that the rate of incoming new connections has slowed down and is issued only when the max-incomplete low threshold is crossed.

**Recommended Action** This message is for informational purposes only, but may indicate that an attack has stopped.

**Error Message** %FW-4-UNAVAILABLE: Archaic Sendmail Attacks - from %i to %i

**Explanation** Triggers when "wiz" or "debug" commands are sent to the SMTP port.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-UNAVAILABLE: Invalid SMTP command - %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %FW-4-UNAVAILABLE: Majordomo Execute Attack - from %i to %i

**Explanation** A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-UNAVAILABLE: Max tcp half-open connections (%d) exceeded for host %i.

**Explanation** The max-incomplete host limit of half-open TCP connections has been exceeded. This message indicates that a high number of half-open connections is coming to the protected server, and may indicate that a SYN flood attack is in progress and is targeted to the specified server host.

**Recommended Action** This message is for informational purposes only, but may indicate that a SYN flood attack was attempted. If this alert is issued frequently and identified to be mostly false alarms, then the max-incomplete host threshold value is probably set too low, and there is a lot of legitimate traffic coming in to that server. In this case, the max-incomplete host parameter should be set to a higher number to avoid false alarms.

**Error Message** %FW-4-UNAVAILABLE: New TCP connections to host %i no longer blocked

**Explanation** New TCP connection attempts to the specified host are no longer blocked. This message indicates that the blocking of new TCP attempts to the specified host has been lifted.

**Recommended Action** This message is for informational purposed only, but may indicate a SYN flood attack was attempted to the host.

**Error Message** %FW-4-UNAVAILABLE: Sendmail Decode Alias - from %i to %i

**Explanation** Triggers on any mail message with "': decode@" in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-UNAVAILABLE: Sendmail Invalid Recipient - from %i to %i

**Explanation** Triggers on any mail message with a ' 'pipe' (|) symbol in the recipient field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %FW-4-UNAVAILABLE: Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

## FW-6

**Error Message** %FW-6-SESS\_AUDIT\_TRAIL: %s session initiator (%i:%d) sent %u bytes -- responder (%i:%d) sent %u bytes

**Explanation** This message documents the per-session transaction log of network activities. The message is issued at the end of each inspected session and it records the source/destination addresses and ports, as well as the number of bytes transmitted by the client and server.

**Recommended Action** This message is for informational purposes only, and can be used to collect the basic accounting for the inspected sessions.

**Error Message** %FW-6-UNAVAILABLE: %s session initiator (%i:%d) sent %u bytes -- responder (%i:%d) sent %u bytes

**Explanation** This message documents the per-session transaction log of network activities. The message is issued at the end of each inspected session and it records the source/destination addresses and ports, as well as the number of bytes transmitted by the client and server.

**Recommended Action** This message is for informational purposes only, and can be used to collect the basic accounting for the inspected sessions.

## FX1000 Messages

This section contains FX1000 messages.

### FX1000-1

**Error Message** %FX1000-1-UNAVAILABLE: %s, initialization failed, no buffer memory

**Explanation** The GigabitEthernet port initialization failed due to insufficient memory

**Recommended Action** Upgrade the GigabitEthernet Interface Processor with larger memory model. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FX1000-1-UNAVAILABLE: Could not initialize structure

**Explanation** The driver failed to initialize a structure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FX1000-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Possible hardware error resulted in too few GE interfaces discovered

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FX1000-3

**Error Message** %FX1000-3-UNAVAILABLE: %s, error interrupt, csr\_STATUS=%#x

**Explanation** The GigabitEthernet controller has signalled an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %FX1000-3-UNAVAILABLE: %s, packet too big (%d), src %e, dst %e

**Explanation** The interface detects a packet larger than what is defined by mtu

**Recommended Action** Check the other station's MTU setting LOG\_STD\_NO\_ACTION

**Error Message** %FX1000-3-UNAVAILABLE: FX1000(%d/%d), packet too big (%d), from %e

**Explanation** The interface detects a packet larger than what is defined by mtu

**Recommended Action** Check the other station's MTU setting

**Error Message** %FX1000-3-UNAVAILABLE: FX1000(%d/%d), unknown device (%x)

**Explanation** Somehow the GE PA does not contain a Gigabit controller chip

**Recommended Action** Could be a mislabeled PA

**Error Message** %FX1000-3-UNAVAILABLE: PA bay %u, device number %u: unknown device (%#x)

**Explanation** Somehow the GE PA does not contain a Gigabit controller chip

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## FX1000-5

**Error Message** %FX1000-5-UNAVAILABLE: %s cable/transceiver problem?

**Explanation** The GigabitEthernet port detects link failure, meaning that it is no longer receiving signals from the LAN. This can be caused by disconnected GigabitEthernet cabling, a transceiver (GBIC) failure, or the remote end has shutdown.

**Recommended Action** Check your GigabitEthernet wiring and port adapter. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GBIC Messages

This section contains Gigabit Interface Converter (GBIC) messages.

### GBIC-4

**Error Message** %GBIC-4-CHECK\_SUM\_FAILED: GBIC EEPROM data check sum failed for GBIC interface [chars]

**Explanation** The GBIC was identified as a Cisco GBIC, but the system was unable to read vendor-data information to verify its correctness.

**Recommended Action** Remove and reinsert the GBIC. If it fails again in the same way, the GBIC may be defective.

**Error Message** %GBIC-4-NOREAD\_VSDATA: Unable to read vendor-specific data for GBIC interface [chars]

**Explanation** The GBIC was identified as a Cisco GBIC, but the system was unable to read identifying vendor-specific information to verify its authenticity.

**Recommended Action** Remove and reinsert the GBIC. If it fails again in the same way, the GBIC may be defective.

**Error Message** %GBIC-4-UNRECOGNIZED\_EXTTYPE: GBIC interface [chars] has unrecognized extended type

**Explanation** The GBIC was identified as a Cisco GBIC, but the system does not recognize its reported extended type code.

**Recommended Action** Check the list of supported GBICs for this version of the system software. An upgrade may be required for newer GBICs. Even if unrecognized, the GBIC may still operate properly, perhaps with limited functionality.

## GBIC-6

**Error Message** %GBIC-6-UNAVAILABLE: Unrecognizable GBIC found in %s (module mask 0x%02x)

**Explanation** The GBIC presented data to the system which did not correctly identify the type of the GBIC. It will be handled as a 'generic' GBIC.

**Recommended Action** If the GBIC fails to become operational, carefully reinsert it in the slot. If it continues to fail after reinsertion, the GBIC may be defective or incompatible with the switch.

**Error Message** %GBIC-6-UNAVAILABLE: Unrecognizable GBIC found in %s (serial data 0x%02x)

**Explanation** The GBIC presented data to the system which did not correctly identify the type of the GBIC. It will be handled as a 'generic' GBIC.

**Recommended Action** If the GBIC fails to become operational, carefully reinsert it in the slot. If it continues to fail after reinsertion, the GBIC may be defective or incompatible with the switch.

## GBIC\_1000BASET Messages

This section contains Gigabit Interface Converter (GBIC) module messages.

### GBIC\_1000BASET-6

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: 1000-BaseT GBIC module is detected in %s. Speed and duplex will be autonegotiated

**Explanation** 1000-BaseT GBIC modules only support autonegotiation on speed/duplex.

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: 1000-BaseT GBIC module is detected in %s. Speed and duplex will be autonegotiated

**Explanation** 1000-BaseT GBIC modules only support autonegotiation on speed/duplex.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on duplex.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation on duplex.

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on duplex.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation on duplex.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on speed.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation on speed.

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation on speed.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation on speed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation.

**Error Message** %GBIC\_1000BASET-6-UNAVAILABLE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %GBIC\_1000BASET-6-GBIC\_1000BASET\_NO\_CONFIG\_NEGOTIATE: Configuration ignored. 1000-BaseT GBIC modules only support autonegotiation.

**Explanation** 1000-BaseT GBIC modules only support autonegotiation.

**Recommended Action** No action is required.

## GBIC\_SECURITY Messages

This section contains Gigabit Interface Converter (GBIC) security check messages.

## GBIC\_SECURITY-4

**Error Message** %GBIC\_SECURITY-4-UNAVAILABLE: EEPROM checksum error for GBIC in %s

**Explanation** The GBIC in the port specified in the error message has invalid EEPROM data.

**Recommended Action** Remove the GBIC from the specified port.

**Error Message** %GBIC\_SECURITY-4-UNAVAILABLE: Error in reading GBIC serial ID in %s

**Explanation** Error when reading GBIC type from EEPROM

**Recommended Action** Please remove GBIC from this Port

**Error Message** %GBIC\_SECURITY-4-UNAVAILABLE: GBIC in %s failed security check

**Explanation** The GBIC in the port specified in the error message has invalid EEPROM data.

**Recommended Action** Remove the GBIC from the specified port.

**Error Message** %GBIC\_SECURITY-4-UNAVAILABLE: Internal error occurred in setup for GBIC interface %s

**Explanation** The system could not allocate resources, or had some other problem, in the setup for the specified GBIC interface.

**Recommended Action** Reload the system. If the problem persists, contact TAC.

## GBIC\_SECURITY\_CRYPT Messages

This section contains Gigabit Interface Converter (GBIC) security check messages.

### GBIC\_SECURITY\_CRYPT-4

**Error Message** %GBIC\_SECURITY\_CRYPT-4-UNAVAILABLE: GBIC in port %d has bad crc

**Explanation** The GBIC was identified as a Cisco GBIC, but it does not have valid CRC in the EEPROM data.

**Recommended Action** Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required. Even if the GBIC is unrecognized by the system, the GBIC may still operate properly, but might have limited functionality.

**Error Message** %GBIC\_SECURITY\_CRYPT-4-UNAVAILABLE: GBIC in port %d manufactured by an unrecognized vendor

**Explanation** The GBIC was identified as a Cisco GBIC, but the system was unable to match its manufacturer with one on the known list of Cisco GBIC vendors

**Recommended Action** Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required.

**Error Message** %GBIC\_SECURITY\_CRYPT-4-UNAVAILABLE: Identification check failed for GBIC in port %d

**Explanation** The GBIC was identified as a Cisco GBIC, but the system was unable to verify its identity

**Recommended Action** Check to see if the Cisco IOS software running on the system supports the GBIC. If the GBIC is newer, a system software upgrade might be required. Otherwise, verify that the GBIC was obtained from Cisco or from a supported vendor.

## GBIC\_SECURITY\_UNIQUE Messages

This section contains Gigabit Interface Converter (GBIC) security unique messages.

### GBIC\_SECURITY\_UNIQUE-3

**Error Message** %GBIC\_SECURITY\_UNIQUE-3-UNAVAILABLE: GBIC interface %d/%d is a duplicate of GBIC interface %d/%d

**Explanation** The GBIC was identified as a Cisco GBIC, but its vendor ID and serial number match that of another interface on the system.

**Recommended Action** Cisco GBICs are assigned unique serial numbers. Verify that the GBIC was obtained from Cisco or a supported vendor

### GBIC\_SECURITY\_UNIQUE-4

**Error Message** %GBIC\_SECURITY\_UNIQUE-4-DUPLICATE\_SN: GBIC interface [dec]/[dec] has the same serial number as another GBIC interface

**Explanation** The GBIC was identified as a Cisco GBIC, but its serial number matches that of another interface on the system.

**Recommended Action** Cisco GBICs are assigned unique serial numbers. Verify that the GBIC was obtained from Cisco or a supported vendor.

# GDOI Messages

This section contains Group Domain of Interpretation (GDOI) messages.

## GDOI-1

**Error Message** %GDOI-1-GDOI\_ACE\_DENY: A Group Member ACL policy containing deny was attempted. This is not supported.

**Explanation** A Group Member ACL policy containing deny was attempted. This is not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GDOI-1-GDOI\_ACL\_NUM: The ACL has too many entries. GDOI will honor only the first 100 ACL entries specified.

**Explanation** The ACL has too many entries. GDOI will honor only the first 100 ACL entries specified.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GDOI-1-KS\_NO\_RSA\_KEYS: RSA Key - [chars] : Not found, Required for group [chars]

**Explanation** RSA keys are required for signing and verifying rekey messages, but no RSA keys were found in the key server.

**Recommended Action** Ask the administrator of the key server to create the required RSA key pair.

**Error Message** %GDOI-1-UNAUTHORIZED\_IDENTITY: Group [chars] received registration from unauthorized identity: [chars]

**Explanation** The registration request was dropped because the requesting device was not authorized to join the group.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GDOI-1-UNAUTHORIZED\_IPADDR: Group [chars] received registration from unauthorized ip address: [chars]

**Explanation** The registration request was dropped because the requesting device was not authorized to join the group.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GDOI-1-UNREGISTERED\_INTERFACE: Group [chars] received registration from unregistered interface.

**Explanation** Receiving registration from an unregistered interface. Processing has stopped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GDOI-4

**Error Message** %GDOI-4-GM\_RE\_REGISTER: The IPsec SA created for group [chars] may have been expired or cleared. Re-register to KS.

**Explanation** The IPsec SA created for one group may have been expired or cleared. You need to reregister to the key server (KS).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GDOI-5

**Error Message** %GDOI-5-GM\_REGS\_COMPL: Registration complete for group [chars] using address [chars]

**Explanation** Registration was completed for the specified group.

**Recommended Action** No action is required.

## GEFC Messages

This section contains GE-FC line card messages.

## GEFC-3

**Error Message** %GEFC-3-ACCESS\_FAIL: LRC access Failed

**Explanation** An attempt to access the line card redundancy controller (LRC) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-BDI\_E\_ALM: End-to-End Backward Defect Indication [chars]

**Explanation** An attempt to access the line card redundancy controller (LRC) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-FPGA\_NOT\_SUPPORT: Jamesport FPGA need upgrade. slot:[dec] port:[dec] [chars] function

**Explanation** The FPGA on the Jamesport card requires an upgrade so that it can support JP2 functions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-GEFC\_INTRPEND: Pending unexpected interrupt [addr [hex] = [hex]]

**Explanation** One or more pending unexpected interrupts have occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-GEFC\_MAGICFAIL: Magic number read failed [[chars]]

**Explanation** The FPGA has reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-GEFC\_PTFAILASSERTED: Unexpected portfail asserted

**Explanation** One or more unexpected port failures have been asserted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-GEFC\_RDWRFAIL: Read/write failed [[chars]]

**Explanation** A read or write error occurred while the hardware was being accessed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-IDPROM\_ACCESS\_FAIL: Access to IDPROM Failed

**Explanation** An attempt to access to the IDPROM has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-INT\_LPBK\_FAIL: Internal CardLoopback Failed

**Explanation** An attempt to perform an internal card loopback operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-KPA\_TIMEOUT\_ALM: Keep-alive timeout [chars]

**Explanation** Either normal packets or CDL idle packets were not received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-LASER\_TX\_FAULT\_ALM: Optic Laser Transmit Fault [chars]

**Explanation** A transceiver laser transmittal fault has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-LOSS\_OF\_LIGHT\_ALM: Loss of Light [chars]

**Explanation** The cable for the transceiver has been cut or removed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-LOSS\_OF\_LOCK\_ALM: Transceiver CDR Loss of Lock [chars]

**Explanation** The CDR is experiencing problems while attempting to lock onto the signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-LOSS\_OF\_SYNC\_ALM: Transceiver Loss of Sync [chars]

**Explanation** A loss of synchronization error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_HW\_LASER\_DOWN\_ALM: Laser Disabled [chars] [chars] [chars]

**Explanation** The client laser has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_KPA\_TIMEOUT\_ALM: Keep-alive timeout [chars] [chars] [chars]

**Explanation** Normal packets or CDL idle packets were not received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_LASER\_TX\_FLT\_ALM: Laser Transmit Fault [chars] [chars] [chars]

**Explanation** A client laser transmittal fault has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_LOSS\_OF\_LIGHT\_ALM: Transceiver Loss of Light [chars] [chars] [chars]

**Explanation** No light is being received from the client side.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_LOSS\_OF\_LOCK\_ALM: Loss of Lock [chars] [chars] [chars]

**Explanation** The GEFC has lost its lock on the signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_LOSS\_OF\_SYNC\_ALM: Loss of Sync [chars] [chars] [chars]

**Explanation** The GEFC has lost its synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-MIB\_SFP\_VENDOR\_UNKNOWN: Unknown Vendor SFP inserted [chars] [chars] [chars]

**Explanation** The SFP is not qualified to work with Cisco products.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-TX\_CRC\_ERR\_THR\_ALM: GEFC TX CRC Error Threshold [chars]

**Explanation** The maximum threshold for transmission CRC errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-3-UNKNOWN\_SFP\_INSERTED: Unknown SFP inserted [chars]

**Explanation** An unknown SFP has been inserted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GEFC-6

**Error Message** %GEFC-6-UNAVAILABLE: Flow control become active at slot:%d port:%d

**Explanation** Flow control active

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GEFC-6-UNAVAILABLE: Flow control become inactive at slot:%d port:%d

**Explanation** Flow control deactive

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# GENERAL Messages

This section contains Zenith route processor messages.

## GENERAL-2

**Error Message** %GENERAL-2-CRITEVENT: [chars]

**Explanation** A critical error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GENERAL-3

**Error Message** %GENERAL-3-EREVENT: [chars]

**Explanation** This is a general error message to be used for sanity tests.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GENERAL-3-WSHALEVENT: [chars]

**Explanation** This message provides general error information to be used for sanity testing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GENERIC\_SUBBLOCK Messages

This section contains generic subblock messages.

### GENERIC\_SUBBLOCK-2

**Error Message** %GENERIC\_SUBBLOCK-2-UNAVAILABLE: Failed to build message for GSB: %s

**Explanation** An attempt to build a message for distribution of generic subblock failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GENERIC\_SUBBLOCK-2-UNAVAILABLE: GSB %s is not ISSU aware. Cannot distribute it to ISSU-aware slots

**Explanation** This GSB is expected to be ISSU aware but it is not. IT cannot be distributed safely to ISSU-aware slots as it may not be correctly interpreted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GENERIC\_SUBBLOCK-2-UNAVAILABLE: Late registration of GSB type %s, with id %d

**Explanation** An attempt to register a new generic subblock type was received after subblocks have already been allocated from the control structure with previously registered types

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GENERIC\_SUBBLOCK-2-UNAVAILABLE: Unpacked %d bytes and attempted to consume %d bytes for GSB: %s

**Explanation** A discrepancy was detected between length of message expected versus length of message received

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GIGASTACK-1

**Error Message** %GIGASTACK-1-UNAVAILABLE: The link neighbor of link %d of Gigastack GBIC in %s did not respond to the loop detection request. If loop topology is deployed, make sure all switches in the stack are running the latest software.

**Explanation** No acknowledgement for Gigastack loop detection request is received from one of the links on a Gigastack GBIC. Either the neighboring switch does not support Gigastack Loop breaking algorithm, or the link between the two Gigastack GBICs is broken. Under this condition, a Gigastack loop topology will not be automatically detected and the connectivity between switches in the stack could be lost.

**Recommended Action** If loop topology is used in the Gigastack, make sure the latest software is running on all switches in the stack. Check the Gigastack GBICs involved to make sure they are functioning.

## GIGASTACK-3

**Error Message** %GIGASTACK-3-UNAVAILABLE: Gigastack GBIC in %s initialization failed.

**Explanation** Gigastack GBIC failed POST.

**Recommended Action** Remove the Gigastack GBIC and re-insert it into the GBIC slot.

## GIGASTACK-6

**Error Message** %GIGASTACK-6-UNAVAILABLE: Gigastack GBIC in %s is selected as Master Loop Breaker. Link 2 of the Gigastack GBIC is disabled to break the loop.

**Explanation** Loop is detected in the Gigastack and this Gigastack GBIC is selected as the Master Loop Breaker. Link 2 of this Gigastack GBIC is disabled to break the loop.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %GIGASTACK-6-UNAVAILABLE: Link loss is detected in the Gigastack loop Link 2 of the Gigastack GBIC in %s is re-enabled.

**Explanation** Loop formed by Gigastack modules is broken because of link loss. Link 2 of the Master Loop Breaker is re-enabled to replace the broken link

**Recommended Action** LOG\_STD\_NO\_ACTION

## GK Messages

This section contains GK-H.323 Gatekeeper messages.

### GK-3

**Error Message** %GK-3-SUBNET\_NOT\_FOUND: Subnet not found under specified IP address [IP\_address]/[IP\_address].

**Explanation** Not Available

**Recommended Action** Not Available

## GK-6

**Error Message** %GK-6-UNAVAILABLE: The IP address which has been changed was the gatekeeper's configured RAS address. Existing RAS clients will no longer be able to reach the gatekeeper.

**Explanation** The IP address being changed at the interface was statically assigned to the gatekeeper for its RAS signaling via the zone local command. This action will automatically replace the gatekeeper's static RAS address with the new IP address. Since the gatekeeper's old RAS address is no longer valid, existing clients which have registered to this gatekeeper via the old RAS address will no longer be able to communicate with this gatekeeper.

**Recommended Action** It is the user's responsibility to notify existing RAS clients to re-register their systems to the gatekeeper's new RAS address as shown in the show gatekeeper zone status display

**Error Message** %GK-6-UNAVAILABLE: The IP address which has been removed was the gatekeeper's configured RAS address. The system will automatically assign a new IP address (if available) to be used as the gatekeeper's RAS address. Existing RAS clients will no longer be able to reach the gatekeeper.

**Explanation** The IP address being removed at the interface was statically assigned to the gatekeeper for its RAS signaling via the zone local command. This action will automatically remove the gatekeeper's static RAS address. Since the gatekeeper no longer has a configured RAS address, the router will automatically assign an IP address (if there is any) to the gatekeeper. Existing clients which have registered to this gatekeeper via the old RAS address will no longer be able to communicate with this gatekeeper.

**Recommended Action** It is the user's responsibility to notify existing RAS clients to re-register their systems to the gatekeeper's new RAS address as shown in the show gatekeeper zone status display

**Error Message** %GK-6-UNAVAILABLE: The connection to GKTMP server %s(%i) appears to be hung and will be closed.

**Explanation** Messages are being backed up in the gatekeeper's write queue in the connection with the specified server name. The connection is assumed to have gone bad and the gatekeeper is closing the connection. This implies that messages will not be sent to that server for processing until either the gatekeeper or the server re-initiates the connection.

**Recommended Action** Check with the specified server for possible connection error.

**Error Message** %GK-6-UNAVAILABLE: The gatekeeper's RAS address has been automatically changed by the system. Existing RAS clients may no longer be able to reach the gatekeeper.

**Explanation** The IP address being changed at the interface causes the system to look for a better IP address to be used for the gatekeeper's RAS address. Existing clients which have registered to this gatekeeper via the old RAS address may no longer be able to communicate with this gatekeeper.

**Recommended Action** It is the user's responsibility to notify existing RAS clients to re-register their systems to the gatekeeper's new RAS address as shown in the show gatekeeper zone status display

# GLBP Messages

This section contains Gateway Load Balancing Protocol messages.

## GLBP-3

**Error Message** %GLBP-3-UNAVAILABLE: Cannot add MAC address %e to interface %s - not supported

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GLBP-4

**Error Message** %GLBP-4-BADAUTH: Bad authentication received from %s, group %d

**Explanation** Two routers participating in a Gateway Load Balancing Protocol group disagree on the valid authentication string.

**Recommended Action** Use the **glbp authentication** interface command to repair the GLBP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %GLBP-4-DUPADDR: Duplicate address %s on %s, sourced by %e

**Explanation** The IP address in a GLBP message received on the interface is the same as the router's own IP address. This may be because of misconfiguration, or because of a malfunctioning switch

**Recommended Action** Check the configurations on all the GLBP routers, and make sure that any switches you have are functioning properly.

**Error Message** %GLBP-4-UNAVAILABLE: %s Grp %d active routers virtual IP address %s is different to the locally configured address %s

**Explanation** The GLBP virtual IP address contained in the Hello message from the Active router is different to that configured locally.

**Recommended Action** Check the configuration on all GLBP routers.

**Error Message** %GLBP-4-UNAVAILABLE: %s Grp %d address %s is already assigned on this interface

**Explanation** The GLBP virtual IP address contained in the Hello message cannot be learnt as it is already assigned to this interface.

**Recommended Action** Check the configuration on all GLBP routers.

**Error Message** %GLBP-4-UNAVAILABLE: %s Grp %d address %s is already assigned to %s group %d

**Explanation** The GLBP virtual IP address contained in the Hello message cannot be learnt as it is already assigned to a different GLBP group.

**Recommended Action** Check the configuration on all GLBP routers.

**Error Message** %GLBP-4-UNAVAILABLE: %s Grp %d address %s is already assigned to, or overlaps with, an address on another interface or application

**Explanation** The GLBP virtual IP address contained in the Hello message cannot be learnt as it is already assigned to, or overlaps with, an address on another interface or application.

**Recommended Action** Check the configuration on all GLBP routers.

**Error Message** %GLBP-4-UNAVAILABLE: %s Grp %d address %s is in the wrong subnet for this interface

**Explanation** The GLBP virtual IP address contained in the Hello message cannot be learnt as it is not within a subnet configured on the interface.

**Recommended Action** Check the configuration on all GLBP routers and ensure that the virtual IP address is within a configured subnet.

**Error Message** %GLBP-4-UNAVAILABLE: Bad authentication received from %s, group %d

**Explanation** Two routers participating in a Gateway Load Balancing Protocol group disagree on the valid authentication string.

**Recommended Action** Use the `glbp authentication interface` command to repair the GLBP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %GLBP-4-UNAVAILABLE: Duplicate address %s on %s, sourced by %e

**Explanation** The IP address in a GLBP message received on the interface is the same as the router's own IP address. This may be because of misconfiguration, or because of a malfunctioning switch

**Recommended Action** Check the configurations on all the GLBP routers, and make sure that any switches you have are functioning properly.

## GLBP-6

**Error Message** %GLBP-6-UNAVAILABLE: %s Grp %u Fwd %u state %s - %s

**Explanation** The GLBP forwarder has changed state

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %GLBP-6-UNAVAILABLE: %s Grp %u state %s - %s

**Explanation** The GLBP gateway has changed state

**Recommended Action** LOG\_STD\_NO\_ACTION

## GPRSFLTMG Messages

This section contains Global Packet Radio Service fault management messages.

### GPRSFLTMG-0

**Error Message** %GPRSFLTMG-0-UNAVAILABLE: %s

**Explanation** Two reasons for this error message, 1. DHCP Client failed to get started, this could be because of malloc failures. 2. GPRS DHCP Process failed to start

**Recommended Action** If this error message is seen it is recommended not to use this GGSN for PDP session establishment with SGSN with dynamic IP request. Check the available memory in the box and for the first reason try to get 'debug dhcp detail' before the failure. Contact your technical support representative with the error message you got.

**Error Message** %GPRSFLTMG-0-UNAVAILABLE: %s

**Explanation** A Process could not be started

**Recommended Action** Please contact your technical support representative with the error message you got and with the output of 'show gprs gtp status'.

**Error Message** %GPRSFLTMG-0-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %d, %s

**Explanation** Available resources exhausted to continue GGSN service because of the following reasons : 1. Number of pending signaling messages reaches limit. 2. Out of Memory - Insufficient in GGSN. 3. System failure - Permanent system failure has occurred.

**Recommended Action** 1. Check whether you can increase number of PDP that can be handled by GGSN. If the problem recurs, contact your technical support representative with the error message you got and with the output of 'show gprs gtp status'.

**Error Message** %GPRSFLTMG-0-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** Available resources exhausted to continue GGSN service because of the following reasons : 1. Number of PDP reaches Limit. 2. Number of Network Initiated PDP reached percentage - Insufficient in GGSN. 3. Number of IP PDP regenerated PPP reaches limit.

**Recommended Action** 1. Check whether you can increase number of PDP that can be handled by GGSN. If the problem recurs , contact your technical support representative with the error message you got and with the output of 'show gprs gtp status'.

**Error Message** %GPRSFLTMG-0-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** You get this error messages because of one of the following reasons : 1. Path fail - No echo message is received from the GSN peer and time out. 3. GGSN service up - GGSN service starts. 4. GGSN service down - GGSN service shutdown. 5. Primary Charging Gateway down - Primary charging gateway is not reachable or unconfigured. 6. Primary Charging Gateway up - Primary Charging gateway is up or its configured . 7. Secondary Charging Gateway up - Secondary Charging Gateway is up or its configured. 8. Secondary Charging Gateway becomes unreachable or unconfigured.

**Recommended Action** Error messages with reasons 3,6 and 7 are informational. For error messages with the other reasons contact your technical support representative with the error message you got.

## GPRSFLTMG-3

**Error Message** %GPRSFLTMG-0-RESOURCE: GSN: [IP\_address], TID: [hex] [hex], APN: [chars], Reason: [dec], [chars]

**Explanation** Available resources exhausted to continue GGSN service because of the following reasons :

1. Number of PDP reaches Limit.
2. Number of Network Initiated PDP reached percentage - Insufficient in GGSN.
3. Number of IP PDP regenerated PPP reaches limit.

**Recommended Action** Check whether you can increase number of PDP that can be handled by GGSN. If the problem recurs, contact your technical support representative with the error message you got and with the output of the **show gprs gtp status** command.

## GPRSFLTMG-4

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %d, %s

**Explanation** One of the following Mobility Related problem has occurred : 1. MS GPRS Detached. 2. MS GPRS present. 3. MS not GPRS responding for network initiated PDP - MS does not respond for packets initiated by external network. 4. MS Refused for network initiated PDP. 5. IMSI unknown for network initiated PDP.

**Recommended Action** If the problem recurs , contact your technical support representative with the error message you got

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %d, %s

**Explanation** A PDP Activation has been failed because of one of the following reasons: 1. No RADIUS server present for Authentication - No RADIUS server is configured or configured RADIUS server is not reachable. 2. Authentication fail - Authentication failed for invalid username or password. 3. Missing PAP/CHAP in non-transparent mode - PAP/CHAP IE is missing in the packet in non-transparent mode. 4. Missing username - User name field is not present in the PDP activation Request sent.

**Recommended Action** 1. Check whether RADIUS server is configured properly and able to ping it. 2. Check whether RADIUS server is configured properly. For the other reasons copy and save the error message with the output of 'show running' command. and contact your technical support representative.

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %d, %s

**Explanation** Failed to allocate IP address dynamically because of one of the following reason: 1. a. DHCP/RADIUS server IP address has been wrongly configured in GGSN. b. DHCP/RADIUS server is reachable but the configuration to allocate IP address might be wrong. or c. Properly configured DHCP/RADIUS server is unreachable. 2. Dynamic IP allocation is disabled in the APN configuration . 3. Missing PAP/CHAP information from radius client in transparent mode - Username and Password is missing in the PDP Activation Request.

**Recommended Action** 1.a. Check whether the GGSN is configugred with the valid DHCP/RADIUS server IP address. b. Check whether DHCP/RADIUS server is configured properly to allocate IP address . c. If the configurations are fine, then check whether the server is reachable from GGSN. 2. Configure IP allocation pool as either DHCP proxy client or RADIUS client in the APN . If you could not solve the problem still contact your technical support representative with the error message you got.

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %d, %s

**Explanation** PDP activation has failed due to one of the APN related problem : 1. APN not configured - The APN requested in the PDP Request is not configured in the GGSN router. 2. Subscribe mode on APN but selection mode field not verified. 3. Duplicate static IP address to access same APN. 4. Session already exists for a different APN.

**Recommended Action** Check the APN configuration correspondingly. If that can't solve the problem, get the output of 'sh run' and 'sh gprs access-point all' , copy the error message exactly as it appears, and report to your technical support representative.

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %d, %s

**Explanation** QoS negotiaion/update has failed since resources not available.

**Recommended Action** Contact your technical support representative with the error messages and the output of command 'sh gprs gtp status' .

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** You get this syslog message due to one of the following reasons : 1. Primary/Secondary Charging gateway configured/unconfigured. 2. GSN GTP' Transfer Failure - Failure in sending CDRs to Charging gateway configured. 3. GSN CGF Echo Request Failure/Restored - Failure/Success of Echo messages sent charging gateway to check the connectivity of the Charging gateway configured. 4. GSN CDR Capacity Full/Free - Status of GSN CDR buffer full/free , the subsequent packet might be dropped if the buffer is full. 5. GSN CDR Discard Notification - a status whether the GSN CDRs are getting discard/buffered.

**Recommended Action** 1. This is informational . 2. Check whether the charging gateways are configured correctly and are active with the charging functionality. 3. If the configured charging gateway is up and reachable from the GSN, check whether charging function is enabled in the gateway. 4,5. If you have configured gprs char charging-send-buffer-size with minimum bytes , you may configure maximum bytes. If the problem recurs , contact your technical support representative with the error message you got

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** A PDP Activation has been failed because of one of the following reasons: 1. No RADIUS server present for Authentication - No RADIUS server is configured or configured RADIUS server is not reachable. 2. Authentication fail - Authentication failed for invalid username or password. 3. Missing PAP/CHAP in non-transparent mode - PAP/CHAP IE is missing in the packet in non-transparent mode. 4. Missing username - User name field is not present in the PDP activation Request sent.

**Recommended Action** 1. Check whether RADIUS server is configured properly and able to ping it. 2. Check whether RADIUS server is configured properly. For the other reasons copy and save the error message with the output of 'show running' command. and contact your technical support representative.

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** Failed to allocate IP address dynamically because of one of the following reason: 1. a. DHCP/RADIUS server IP address has been wrongly configured in GGSN. b. DHCP/RADIUS server is reachable but the configuration to allocate IP address might be wrong. or c. Properly configured DHCP/RADIUS server is unreachable. 2. Dynamic IP allocation is disabled in the APN configuration . 3. Missing PAP/CHAP information from radius client in transparent mode - Username and Password is missing in the PDP Activation Request.

**Recommended Action** 1.a. Check whether the GGSN is configured with the valid DHCP/RADIUS server IP address. b. Check whether DHCP/RADIUS server is configured properly to allocate IP address . c. If the configurations are fine, then check whether the server is reachable from GGSN. 2. Configure IP allocation pool as either DHCP proxy client or RADIUS client in the APN . If you could not solve the problem still contact your technical support representative with the error message you got.

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** PDP activation has failed due to one of the APN related problem : 1. APN not configured - The APN requested in the PDP Request is not configured in the GGSN router. 2. Subscribe mode on APN but selection mode field not verified. 3. Duplicate static IP address to access same APN. 4. Session already exists for a different APN.

**Recommended Action** Check the APN configuration correspondingly. If that can't solve the problem, get the output of 'sh run' and 'sh gprs access-point all' , copy the error message exactly as it appears, and report to your technical support representative.

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Reason: %d, %s

**Explanation** QoS negotiaiton/update has failed since resources not available.

**Recommended Action** Contact your technical support representative with the error messages and the output of command 'sh gprs gtp status' .

**Error Message** %GPRSFLTMG-4-UNAVAILABLE: GSN: %i, TID: %08x%08x, APN: %s, Username: %s Reason: %d, %s

**Explanation** One of the following Mobility Related problem has occurred : 1. MS GPRS Detached. 2. MS GPRS present. 3. MS not GPRS responding for network initiated PDP - MS does not respond for packets initiated by external network. 4. MS Refused for network initiated PDP. 5. IMSI unknown for network initiated PDP.

**Recommended Action** If the problem recurs , contact your technical support representative with the error message you got.

## GPRSMIB-4

**Error Message** %GPRSMIB-4-UNAVAILABLE: Invalid GPRSMIB message (msg\_type %x) received

**Explanation** An internal software error occurred.

**Recommended Action** Contact your technical support representative.

**Error Message** %GPRSMIB-4-UNAVAILABLE: fragmentation error (s\_uid = %x) received

**Explanation** An internal software error occurred.

**Recommended Action** contact your technical support representative.

## GRIP-2

**Error Message** %GRIP-2-UNAVAILABLE: Error %s route - null table

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## GRIP-3

**Error Message** %GRIP-3-UNAVAILABLE: Invalid number of paths (%d) for %q

**Explanation** An internal inconsistency was detected in the XNS routing table structure.

**Recommended Action** Note the parameters associated with this message and call your technical support representative for assistance.

## GT64010-1

**Error Message** %GT64010-1-UNAVAILABLE: DMA interrupt stalled, restarted engine %d

**Explanation** The driver timed out waiting for completion of DMA task. The DMA engine has been restarted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GT64010-3

**Error Message** %GT64010-3-UNAVAILABLE: Attempt to install already installed timer %d

**Explanation** An attempt was made to initialize a timer element that is already in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT64010-3-UNAVAILABLE: Interrupt error, c=%#x, m=%#x, rc=%#x

**Explanation** An unexpected interrupt was registered from a DMA engine that was not initialized by software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT64010-3-UNAVAILABLE: Interrupt error, c=%#x, m=%#x, rc=%#x

**Explanation** An unexpected timer interrupt was received from a timer element that was not initialized by software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT64010-3-UNAVAILABLE: Referencing unused DMA channel %d

**Explanation** An access to an uninitialized DMA engine was attempted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT64120-3-UNAVAILABLE: %d single bit memory errors corrected by the system

**Explanation** The system has seen so many single bit errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GT96100-1

**Error Message** %GT96100-1-UNAVAILABLE: DMA interrupt stalled, restarted engine %d

**Explanation** The driver timed out waiting for completion of DMA task. The DMA engine has been restarted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GT96100-3

**Error Message** %GT96100-3-UNAVAILABLE: Attempt to install already installed timer %d

**Explanation** An attempt was made to initialize a timer element that is already in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT96100-3-UNAVAILABLE: CPU corrected %d single bit memory errors

**Explanation** The system has seen so many single bit errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT96100-3-UNAVAILABLE: Interrupt error, c=%#x, m=%#x, rc=%#x

**Explanation** An unexpected interrupt was registered from a DMA engine that was not initialized by software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT96100-3-UNAVAILABLE: Interrupt error, c=%#x, m=%#x, rc=%#x

**Explanation** An unexpected timer interrupt was received from a timer element that was not initialized by software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GT96100-3-UNAVAILABLE: Referencing unused DMA channel %d

**Explanation** An access to an uninitialized DMA engine was attempted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## GTP-0

**Error Message** %GTP-0-UNAVAILABLE: GSN: %i, TEID: %x, APN: %s, Reason: %s

**Explanation** A PDP context activation failed at the packet parsing state for one of the following reasons: 1. Mandatory IE is missing in the PDP . 2. Mandatory IE incorrect - Mandatory IE has invalid range of value. 3. Mandatory IE out of sequence - The Mandatory IEs are not in sequence. 4. Invalid message format. 5. Optional IE incorrect - Optional IE present in the packet has invalid range of value. 6. Version not support - The GGSN Node does not support the GTP version recieved. 7. Non-charging msg in charging path. 8. Charging msg in GTP path. 9. Unknown GTP message. 10.Message too short - GTP message received is too short to contain all expected inform IE. 11.Unexpected message seen.

**Recommended Action** Copy the error message exactly as it appears, and report to your technical support representative.

**Error Message** %GTP-0-UNAVAILABLE: GSN: %i, TID: %x%x, APN: %s, Reason: %s

**Explanation** A PDP context activation failed at the packet parsing state for one of the following reasons: 1. Mandatory IE is missing in the PDP . 2. Mandatory IE incorrect - Mandatory IE has invalid range of value. 3. Mandatory IE out of sequence - The Mandatory IEs are not in sequence. 4. Invalid message format. 5. Optional IE incorrect - Optional IE present in the packet has invalid range of value. 6. Version not support - The GGSN Node does not support the GTP version recieved. 7. Non-charging msg in charging path. 8. Charging msg in GTP path. 9. Unknown GTP message. 10.Message too short - GTP message received is too short to contain all expected inform IE. 11.Unexpected message seen.

**Recommended Action** Copy the error message exactly as it appears, and report to your technical support representative.

**Error Message** %GTP-0-UNAVAILABLE: GSN: %i, TID: %x%x, APN: %s, Reason: %s

**Explanation** Available resources exhausted to continue GGSN service because of the following reasons : 1. Number of pending signaling messages reaches limit. 2. Out of Memory - Insufficient in GGSN. 3. System failure - Permanant system failure has occured.

**Recommended Action** 1. Check whether you can increase number of PDP that can be handled by GGSN. If the problem recurs , contact your technical support representative with the error message you got and with the output of 'show gprs gtp status'.

## GTP-2

**Error Message** %GTP-2-UNAVAILABLE: GSN service %s changed state to %s

**Explanation** SGSN service starts or shutdown

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %GTP-2-UNAVAILABLE: GTP PDP activation/update failed, GSN: %i, TEID: %x, Reason: %s

**Explanation** A PDP context activation failed

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %GTP-2-UNAVAILABLE: GTP PDP activation/update failed, GSN: %i, TID: %x%x, Reason: %s

**Explanation** A PDP context activation failed

**Recommended Action** If this message recurs, contact your technical support representative.

## GTP-3

**Error Message** %GTP-3-UNAVAILABLE: APN: %s, Reason: %s

**Explanation** A required configuration is missing

**Recommended Action** Please make sure the missing commands are configured

## GTP-4

**Error Message** %GTP-4-UNAVAILABLE: GSN: %i, TID: %x%x, APN: %s, Reason: %s

**Explanation** GGSN has received PDP update request with different Recovery Information Element in the same path.

**Recommended Action** Contact your technical support representative with the error messages you got.

## GTP-6

**Error Message** %GTP-6-UNAVAILABLE: GSN: %i, TID: %x%x, APN: %s, Reason: %s

**Explanation** PDP context purged because of PDP context idle timeout

**Recommended Action** This is purely informational

## GULF2488-3

**Error Message** %GULF2488-3-UNAVAILABLE: gulf2488 channel provisioning failed (slice:%d ch:%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GULF2488-3-UNAVAILABLE: gulf2488 channel unprovisioning failed (slice:%d ch:%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %GULF2488-3-UNAVAILABLE: gulf2488 chip initialization failed (errcode=%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Reinsert the linecard. If still fails, do 'test cwtlc show seeprom red', swap hardware, and Copy the error message exactly as it appears, and report it to your technical support representative.

## G\_QOS\_Classify Messages

This section contains messages.

**Error Message** %G\_QOS\_CLASSIFY-3-NOMEM: Memory Allocation Failure - [chars]

**Explanation** Memory required to service one or more Network Processors could not be allocated.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %G\_QOS\_CLASSIFY-3-QOS\_CONFIG: error detected: [chars]

**Explanation** A QoS policymap classification configuration error was detected.

**Recommended Action** This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Change the QoS Policymap Filter configuration to correct the problem.

**Error Message** %G\_QOS\_CLASSIFY-4-MACACL\_CONFIG: [chars]

**Explanation** Only source mac address in extended named MAC ACL is supported on X40G linecard interfaces.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## GT96100 Messages

This section contains GT96100 DMA controller driver messages.

### GT96100-3

**Error Message** %GT96100-3-ECC: CPU corrected [dec] single bit memory errors

**Explanation** The system has detected and corrected single-bit errors. The number of errors is displayed in the message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HA Messages

This section contains high availability system messages.

## HA-2

**Error Message** %HA-2-UNAVAILABLE: %d linecard(s) not quiesced exceeds limit of %d, all slots will be reloaded.

**Explanation** This is a cutover notice about a High Availability System linecard error condition. The linecard(s) did not quiesce properly. Within the current configuration, the number of errors detected requires the system to do a full reload of all of the linecards.

**Recommended Action** If you OIR removed the active RSP or have legacy IPs installed in the system this message is normal. Otherwise, copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-2-UNAVAILABLE: %s %s

**Explanation** This is a critical error message about a High Availability System interprocess communication status or condition. A message of this type indicates that an interprocess communication failure occurred between the active system and the standby system.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-2-UNAVAILABLE: %s

**Explanation** This is a critical error message about a High Availability System cutover status or condition. A message of this type indicates that a critical failure occurred during cutover of the standby system to the active system. Messages of this type indicate that the active system relinquished system control that the standby system failed to properly take over as the active.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-2-UNAVAILABLE: %s

**Explanation** This is a critical error message about a High Availability System initialization status or condition. A message of this type indicates that a failure occurred during high availability system initialization.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-2-UNAVAILABLE: %s

**Explanation** This is an important High Availability System notice logging the state of a system cutover of the standby system to the active system. Messages of this type indicate that the active system relinquished system control and that the standby system is taking over as active.

**Recommended Action** If the message is due to a failure condition, copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance. If the message is not due to a failure condition, no action is required.

**Error Message** %HA-2-UNAVAILABLE: CCB playback failed.

**Explanation** This is a critical error message about a High Availability System status or condition.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-2-UNAVAILABLE: CCB record failed.

**Explanation** This is a critical error message about a High Availability System status or condition.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-2-UNAVAILABLE: Slot %d did not quiesce, it will be disabled and then reloaded.

**Explanation** This is a cutover notice about a High Availability System linecard error condition. The linecard did not quiesce properly.

**Recommended Action** This message is normal if the slot contains a legacy IP. Otherwise, copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

## HA-3

**Error Message** %HA-3-UNAVAILABLE: %s

**Explanation** This is a error message about a High Availability System state synchronization error status or condition.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-3-UNAVAILABLE: %s

**Explanation** This is a error message about a High Availability System status or condition.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-3-UNAVAILABLE: RF event not processed till %d milliseconds. Code = %d

**Explanation** The event sent to the redundancy facility was not processed till the specific time delay.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-3-UNAVAILABLE: Tif number %d (Card Type %x, (S)PA Type %x) already allocated in the Standby (Hash Index %llx) - Standby Reloading

**Explanation** An error was encountered in reserving the TIF (Channel ID) number meant for a specific physical/logical interface in the standby route processor. This occurs if there is a race condition in the synchronization of TIF numbers and the running configuration from the active route processor to the standby route processor. In most situations, this error is self-correcting.

**Recommended Action** This error affects the standby route processor only. Upon encountering this error, standby route processor reloads itself automatically and reestablishes synchronization with the active route processor. If the standby does not reload itself automatically, reload it from the active route processor console by entering the **how-module standby reload** command. If this command fails, reload the standby by entering the **hw-module standby reset** command. If the standby route processor still does not reload or this error is seen again, collect the output from **show c7300**, **show c7300 ha tif entries**, **show c7300 ha statistics**, **show c7300 ha registers**, **show redundancy**, **show redundancy state**, **show redundancy switchover history**, **show redundancy history**, and **show checkpoint clients**. Also, copy the running configuration and the system messages exactly as they appear on the console or in the system log. Contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %HA-3-UNAVAILABLE: Tifkey %llx (Card Type %x, (S)PA Type %x) not present in the Standby Tif table (Hash Slot %d) - Standby Reloading

**Explanation** The standby route processor encountered an error in the reception of the TIF number (channel ID) for the indicated interface from the active route processor. In most situations, this error is self-correcting.

**Recommended Action** This error affects the standby route processor only. Upon encountering this error, standby route processor reloads itself automatically and reestablishes synchronization with the active route processor. If the standby does not reload itself automatically, reload it from the active route processor console by entering the **how-module standby reload** command. If this command fails, reload the standby by entering the **hw-module standby reset** command. If the standby route processor still does not reload or this error is seen again, collect the output from **show c7300**, **show c7300 ha tif entries**, **show c7300 ha statistics**, **show c7300 ha registers**, **show redundancy**, **show redundancy state**, **show redundancy switchover history**, **show redundancy**

**history**, and **show checkpoint clients**. Also, copy the running configuration and the system messages exactly as they appear on the console or in the system log. Contact your Cisco technical support representative and provide the representative with the gathered information.

## HA-4

**Error Message** %HA-4-DATADESCR\_DECODE\_ERROR: Failed to decode descriptor %d %u %u %u %d

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer to another RP. An interface corresponding to the if\_index was not found on the Standby RP. HA synchronization will fail for that interface

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** HA-4-UNAVAILABLE: %s (rc %d, event %s)

**Explanation** Failure to send 7300 checkpointing data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: %s (rc %d, event %s)

**Explanation** Failure to send UNIX checkpointing data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: %s

**Explanation** An error was encountered in a data sync operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: %s

**Explanation** This is a warning message about a High Availability System status, condition, or event.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-4-UNAVAILABLE: Creation of %s process failed

**Explanation** Creation of a platform high availability process failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: Data Encode - %s (%s)

**Explanation** Failure to encode 7300 checkpointing data descriptors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: Data decode - %s (%d)

**Explanation** Failure to decode 7300 checkpointing data descriptors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: Failed to allocate buffer for inter-RP IPC message receive

**Explanation** An error was encountered in the reception of IPC messages from the peer Route Processor because a packet buffer to receive the packet could not be allocated.

**Recommended Action** The 'show buffers' command can be used to confirm that the IPC buffer pool is suffering misses. Intermittent errors will be handled by the IPC mechanism of retries. However, if this error message is seen with regularity, the system may need to be upgraded to have more memory as the IPC buffer pool is automatically sized in direct proportion to the total amount of memory in the system. Note that there is no configuration command to resize the IPC buffer pool.

**Error Message** %HA-4-UNAVAILABLE: Failed to decode descriptor %d %u %u %u %d

**Explanation** Data descriptors are used to encode an interface index in a compact fashion for transfer to another RP. An interface corresponding to the if\_index was not found on the Standby RP. HA synchronization will fail for that interface

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %HA-4-UNAVAILABLE: Incompatible RP (%s) in slot %d - Peer RP being held in reset state

**Explanation** The peer Route Processor (RP) is not compatible with the active RP and so it will be held in reset state.

**Recommended Action** The peer RP must be removed and replaced with a RP that is the same type as the active RP to have it successfully boot as the standby.

**Error Message** %HA-4-UNAVAILABLE: Initialization of standby Route Processor in slot %d failed

**Explanation** The initialization of the standby route processor failed. This will result in the high availability features not being operational.

**Recommended Action** If additional error messages indicate that the type of the standby RP is incompatible with the current active RP, then that should be fixed by inserting a compatible standby RP. If the standby RP is of a type that is compatible with the active RP, then an attempt should be made to remove and firmly re-insert the standby RP. If the problem persists, please contact your Cisco technical support representative with this information.

**Error Message** %HA-4-UNAVAILABLE: Platform CF - %s

**Explanation** Failure in some 7300 checkpointing activity.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: Platform CF - %s

**Explanation** Failure in some UNIX checkpointing activity.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA-4-UNAVAILABLE: Reset of %s RP triggered %s

**Explanation** Reset of the active RP was triggered by the standby RP in response to some event that caused the standby RP to conclude that the active RP was no longer functional.

**Recommended Action** The crashing route processor (RP) will produce a crashinfo file and a core dump if that was configured. These files provide information about the events that triggered the RP to reset. Contact your Cisco technical support representative with this information.

**Error Message** %HA-4-UNAVAILABLE: Unable to lock the configuration session.

**Explanation** This is a warning message indicating that the configuration session could not be locked. Simultaneous configuration sessions can corrupt the configuration.

**Recommended Action** Copy the message exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

## HA-5

**Error Message** %HA-5-UNAVAILABLE: %s

**Explanation** This is a notice message about a High Availability System status, condition, or event.

**Recommended Action** No action required.

**Error Message** %HA-5-UNAVAILABLE: %s

**Explanation** This is a notice message about a High Availability System synchronization status, condition, or event.

**Recommended Action** No action required.

**Error Message** %HA-5-UNAVAILABLE: %s hw-module slot %d image %s : %s

**Explanation** This is a notice message about a High Availability System hardware module configuration status, condition, or event.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-5-UNAVAILABLE: Active HA version (%u.%u) differs from standby HA version (%u.%u)

**Explanation** This is a notice about High Availability System version mismatch between the active and standby systems.

**Recommended Action** No action required.

**Error Message** %HA-5-UNAVAILABLE: Active IOS version differs from standby IOS version

**Explanation** This is a notice about High Availability System version mismatch between the active and standby systems.

**Recommended Action** No action required.

**Error Message** %HA-5-UNAVAILABLE: Maximum sync retries exceeded. Reloading standby and cancelling sync.

**Explanation** This is a notice message about a High Availability System synchronization status, condition, or event. The synchronization operation failed.

**Recommended Action** Copy the notice exactly as it appears. Check both the active system and standby system for messages. Call your technical support representative for assistance.

**Error Message** %HA-5-UNAVAILABLE: Operating mode is %s, %smode is %s.

**Explanation** This is a notice about the High Availability System mode.

**Recommended Action** Make sure that both the active system and standby systems are correctly configured and operational.

**Error Message** %HA-5-UNAVAILABLE: Reloading standby and retrying sync operation (retry %d).

**Explanation** This is a notice message about a High Availability System synchronization status, condition, or event. The synchronization operation will be retried.

**Recommended Action** No action required.

**Error Message** %HA-5-UNAVAILABLE: Unable to reload the standby. %s

**Explanation** The active RSP was unable to reload the standby because of the reason indicated in the message. This may be because the slave is in unplugged state, or because there is a redundancy forced switchover process in progress, or because the reload function is incorrectly called from the standby to the active.

**Recommended Action** If the message says Standby (slave) is unplugged, verify that the slave is properly seated in the chassis. If the message says Switchover is in progress, it means that currently a switchover is in progress, and no action is necessary. If you are getting the message Standby cannot reload the Active, then run the **show logging** and **show tech-support** commands and report the error to your Cisco technical support representative and provide him with the output of the commands.

## HA-6

**Error Message** %HA-6-FALLBACK: [chars] - configured mode([chars]), fallback mode([chars])

**Explanation** The specified route processor redundancy mode has fallen back to the mode specified in the message.

**Recommended Action** No action is required.

**Error Message** %HA-6-NOCOEXIST: Line card in slot [dec] ([chars]) cannot co-exist in [chars] redundancy mode

**Explanation** The specified line card cannot coexist with the rest of the system in the current redundancy mode configuration of the system.

**Recommended Action** No action is required.

**Error Message** %HA-6-STANDBY\_READY: Standby RP in slot [dec] is operational in [chars]mode  
The standby route processor is operational.

**Recommended Action** No action is required.

**Error Message** %HA-6-SWITCHOVER: Route Processor switched from being standby to being active

**Explanation** This route processor has switched over to become the active route processor.

**Recommended Action** No action is required.

**Error Message** %HA-6-TOOBIG: Running config too big, config sync failed

**Explanation** The running configuration was too large to be synchronized.

**Recommended Action** No action is required.

## HA\_CLIENT Messages

**Error Message** %HA\_CLIENT-3-RF\_REG\_FAILED: RF registration for the %s HA client failed with return code %u

**Explanation** The specified HA client failed to register properly with the Redundancy Facility (RF). This should not happen and suggests a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# HA\_CONFIG\_SYNC Messages

This section contains high availability configuration synchronization messages.

## HA\_CONFIG\_SYNC-3

**Error Message** %HA\_CONFIG\_SYNC-3-BOOTVAR: Cannot communicate boot variable to standby (%s)

**Explanation** The active supervisor failed to send the specified boot variable to the standby supervisor. As a result, a subsequent reload or a switchover operation will probably result in the standby supervisor booting a wrong image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-CONFREG: Cannot communicate config register to standby

**Explanation** The active supervisor failed to send the configuration register to the standby supervisor. As a result, the active and standby supervisors might not have matching configuration registers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-FS\_BULK\_CFGSYNC: %s [%s]

**Explanation** A synchronization of the file system bulk configuration has failed. The reason for the failure is provided in the string.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-ISSU\_MTU: CONFIG SYNC Failed to get MTU Size for session[[dec]] msg\_type[[dec]], MTU[[dec]], rc[[dec]]

**Explanation** An ISSU configuration synchronization failed to get the message MTU.

**Recommended Action** Copy the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** HA\_CONFIG\_SYNC-3-ISSU\_REG: CONFIG SYNC [chars] rc([dec])

**Explanation** An ISSU configuration synchronization registration error has occurred.

**Recommended Action** Copy the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** HA\_CONFIG\_SYNC-3-ISSU\_XFORM: CONFIG SYNC [chars] msg\_type[[dec]], rc[[dec]]

**Explanation** An ISSU configuration synchronization failed to transform a message.

**Recommended Action** Copy the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HA\_CONFIG\_SYNC-6

**Error Message** %HA\_CONFIG\_SYNC-6-BULK\_CFGSYNC\_SUCCEED: Bulk Sync succeeded

**Explanation** A bulk synchronization has succeeded.

**Recommended Action** No action is necessary.

**Error Message** %HA\_CONFIG\_SYNC-6-LBL\_PRC\_SUBCODE: CONFIG SYNC : Subcode not matching for command %s Active subcode[0x%x], Standby subcode[0x%x]

**Explanation** The line-by-line synchronization of a command has succeeded. A command entered on the active system was successfully synchronized with the standby system. However, the subcode of parser return code returned by the active system differed from the subcode returned by the standby system.

**Recommended Action** Normally, no action is required. If any problems with line-by-line synchronization are found, copy the system's configuration along with any other relevant information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# HA\_EM Messages

This section contains Embedded Event Manager (HA\_EM) messages.

## HA\_EM-3

**Error Message** %HA\_EM-3-ACTION\_CNS\_OPEN\_FAIL: [chars]: Unable to open connection to CNS Event Agent: [dec]

**Explanation** The Cisco Network Services (CNS) action process failed to open a CNS handle to the event agent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMC\_CBH\_PROCESS\_CREATE: [chars]: callback handler process create failed for eid: [dec]

**Explanation** The process create function reported an error while trying to create the callback handler process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMC\_FH\_INIT: [chars]: fh\_init failed : [dec]

**Explanation** The fh\_init function reported an error while trying to initialize EEM for a callback process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_ACTION\_INFO: [chars]: Error occurred while fetching action information: [dec].

**Explanation** The Embedded Event Manager Policy Director failed to gather action information registered for the event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_ADJUST\_HIST\_SIZE: [chars]: Error attempting to adjust event history table size.

**Explanation** The Embedded Event Manager policy director could not adjust the size of the event history table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_ACTION\_NOTRACK: %s: unable to set state for tracking object number %u; object does not exist or is not a stub-object.

**Explanation** The Embedded Event Manager applet attempted to set the state of a tracking object that does not exist.

**Recommended Action** Only set the state of tracking objects that have already been configured in the system. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-FMPD\_CHECKSUM\_MISMATCH: %s: file checksum mismatch

**Explanation** The checksum value of an installed policy does not match the value provided by the installation manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EMPTY\_QUEUE: [chars]: The [chars] event detector I/O queue empty.

**Explanation** The I/O queue is unexpectedly empty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_ERROR: Error executing applet %s statement %s

**Explanation** The Embedded Event Manager policy director found an error when processing an applet.

**Recommended Action** Check syntax of applet statement. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-FMPD\_EXECUTE\_CALLBACK: %s: failed to execute callback

**Explanation** Failed to execute callback routine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_FH\_INIT: %s: could not initialize Embedded Event Manager service: %s

**Explanation** An internal error was detected when initializing Embedded Event Manager service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_IPC\_PORT\_CREATE: %s: failed to create an IPC port: %s

**Explanation** Embedded Event Manager failed to create an IPC port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_IPC\_PORT\_OPEN: %s: failed to open an IPC port: %s

**Explanation** Embedded Event Manager failed to open an IPC port.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-FMPD\_IPC\_PORT\_REGISTER: %s: failed to register an IPC port: %s

**Explanation** Embedded Event Manager failed to register an IPC port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_NOEID: %s: No such event id found.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_NOESID: %s: No such event spec id found.

**Explanation** The Embedded Event Manager Policy Director could not find the event for the event spec. ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_NO\_PROC: %s: Failed to create process

**Explanation** The process create function reports an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMFD\_OID\_UNAVAIL: %s: The following oid has become unavailable: %s

**Explanation** The registered oid is no longer available in the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_PROCESS\_XML: %s: error processing xml buffer

**Explanation** An error occurred processing the event publish information xml buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_QUEUE\_INIT: %s: could not initialize queue

**Explanation** An internal error was detected when initializing Embedded Event Manager queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMFD\_QUEUE\_INIT: [chars]: Unable to initialize queue;

**Explanation** The queue initialization function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMFD\_TTY\_NUM: [chars]: Error occurred while fetching TTY number.

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMFD\_ACTION: [chars]: Error occurred while performing action: [chars].

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CHECKSUM\_MISMATCH: [chars]: file checksum mismatch

**Explanation** The checksum value of an installed policy does not match the value provided by the installation manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CHKPT\_INIT: [chars]: could not register the application with the checkpointing server: [chars]

**Explanation** Failed to register an application with the checkpointing server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CHKPT\_TBL\_INFO\_READ: [chars]: could not read the existing table information: [chars]

**Explanation** Failed to read the existing table information using the checkpointing API.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CHKPT\_TBL\_INIT: [chars]: failed to initialize [chars]: [chars]

**Explanation** Could not initialize a table with the checkpointing server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CHKPT\_TBL\_RECOVER: [chars]: could not recover the checkpointed [chars]: [chars]

**Explanation** Failed to recover a checkpointed table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CLI\_CONNECT: Unable to establish CLI session: [chars]

**Explanation** Unable to establish a CLI session.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_CLI\_DISCONNECT: Error disconnecting from CLI session: [chars]

**Explanation** An error occurred while disconnecting from the CLI session.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_CLI\_NOTTY: Error attempting to access an unopened CLI session: [chars]

**Explanation** An error occurred while the system attempted to access the specified unopened CLI session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_CLI\_READ: Unable to read CLI response: [chars]

**Explanation** Unable to read a CLI response.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_CLI\_WRITE: Unable to send CLI command: [chars]

**Explanation** Unable to send a CLI command.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_ERROR: Error executing applet [chars] statement [chars]

**Explanation** The Embedded Event Manager policy director found an error when processing an applet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EVM\_ASYNC\_ATTACH: [chars]: could not attach handler for Event Manager asynchronous event: [chars]

**Explanation** An internal error was detected when attaching a handler for an Event Manager asynchronous event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EVM\_CREATE: [chars]: could not create event manager: [chars]

**Explanation** An internal error was detected when creating Event Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EVM\_EVENT\_BLOCK: [chars]: failed to block waiting for Event Manager events: [chars]

**Explanation** An internal error was detected when block-waiting for Event Manager events.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EVM\_INIT\_EVENT: [chars]: could not initialize Event Manager event: [chars]

**Explanation** An internal error was detected when initializing an Event Manager event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EVM\_MSG\_ATTACH: [chars]: could not attach handler for Event Manager message event: [chars]

**Explanation** An internal error was detected when attaching a handler for an Event Manager message event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_EXECUTE\_CALLBACK: [chars]: failed to execute callback

**Explanation** Failed to execute a callback routine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_FH\_INIT: [chars]: could not initialize Embedded Event Manager service: [chars]

**Explanation** An internal error was detected when initializing the Embedded Event Manager service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_GET\_Prio: [chars]: failed to get process priority: [chars]

**Explanation** There has been an internal error. A call to get a process-scheduling priority failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_IPC\_PORT\_CREATE: [chars]: failed to create an IPC port: [chars]

**Explanation** Embedded Event Manager failed to create an IPC port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_IPC\_PORT\_OPEN: [chars]: failed to open an IPC port: [chars]

**Explanation** Embedded Event Manager failed to open an IPC port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_IPC\_PORT\_REGISTER: [chars]: failed to register an IPC port: [chars]

**Explanation** Embedded Event Manager failed to register an IPC port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_NOEID: %s: No such event id found.

**Explanation** The Embedded Event Manager (EEM) policy director could not find a record of the event ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_NOESID: [chars]: No such event spec id found.

**Explanation** The Embedded Event Manager policy director could not find the triggered event specification ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_NO\_PROC: %s: Failed to create process

**Explanation** The Embedded Event Manager (EEM) policy director could not create a process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_OVL\_NOTIF\_REG: [chars]: could not register for Version Manager notification: [chars]

**Explanation** An internal error was detected when registering for Version Manager notification.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_POLICY\_UNREG\_ERR: [chars]: could not unregister policy [chars]: [chars]

**Explanation** A registered policy changed or deleted by the last installation update was detected. Because the update used the start option, the old policy was automatically unregistered. This message signaled an unsuccessful unregistration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_POLICY\_UNREGREG\_ERR: [chars]: could not replace policy [chars]: [chars]

**Explanation** A registered policy changed by the last installation update was detected. Because the update used the start option, the old policy was automatically replaced by the new policy. This message signaled an unsuccessful replacement of the policy.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_PROCESS\_XML: %s: error processing xml buffer

**Explanation** An error occurred in processing the event publishing information XML buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_PTHRD\_CREATE: [chars]: failed to create POSIX thread: [chars]

**Explanation** An internal error occurred when trying to create a POSIX thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_QUEUE\_INIT: [chars]: could not initialize queue

**Explanation** An internal error was detected when initializing the Embedded Event Manager queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_REQINFO: [chars]: Error attempting to fetch event information: [chars].

**Explanation** The Embedded Event Manager policy director could not obtain event information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_SET\_INFO: [chars]: Error occurred while fetching variable information: [dec].

**Explanation** An error occurred while attempting to obtain Embedded Event Manager variable information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_SMTP\_CHK\_REPLY: Reply code unexpected from SMTP server: [chars]

**Explanation** An unexpected reply code was received from the connected SMTP server.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_SMTP\_CONNECT: Unable to connect to SMTP server: [chars]

**Explanation** Unable to connect to the SMTP server socket.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_SMTP\_DISCONNECT: Unable to disconnect from SMTP server: [chars]

**Explanation** Unable to disconnect from the connected SMTP server.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_SMTP\_READ: Unable to read from SMTP server: [chars]

**Explanation** Unable to read from the connected SMTP server.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_SMTP\_WRITE: Unable to write to SMTP server: [chars]

**Explanation** Unable to write to the connected SMTP server.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-3-FMPD\_SVCEVM\_CREATE: [chars]: could not initialize RPC server for event manager: [chars]

**Explanation** Initializing RPC server stub for event manager has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_SVC\_REG: [chars]: RPC service registration for Embedded Event Manager Script Director failed

**Explanation** Embedded Event Manager Script Director failed to register with the RPC facility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_UNKNOWN\_ENV: [chars]: could not find environment variable: [chars]

**Explanation** The Embedded Event Manager policy director could not find the environment variable specified in the action message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_UNKNOWNTYPE: [chars]: Unknown event type found in applet.

**Explanation** The Embedded Event Manager applet had an unknown event type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMPD\_UNKNOWN\_ENV: %s: could not find environment variable: %s

**Explanation** The Embedded Event Manager policy director could not find the environment variable specified in the action message.

**Recommended Action** Only use well known Embedded Event Manager environment variables. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-FMPD\_WRONGTYPE: [chars]: Published event type does not match event spec

**Explanation** The Embedded Event Manager policy director event specification does not match the published event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_CNS\_FAIL: [chars]: Failed to perform CNS action: [chars]

**Explanation** The Embedded Event Manager failed attempting to send a CNS message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_EMPTY\_QUEUE: [chars]: The I/O queue empty.

**Explanation** The I/O queue is empty, but it should not be empty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_ENQUEUE\_FAIL: [chars]: The Unable to enqueue packet onto queue.

**Explanation** The queue is not in a state to accept packets.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_OPEN: %s: Unable to open %s; %s

**Explanation** The open function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_POLICY\_CHECKSUM: %s: Checksum error for policy %s - this policy will not be run

**Explanation** The checksum computed for the specified policy does not match the original checksum computed when the policy was registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_POLICY\_HASH: %s: The hash computation routine reported an error; %s

**Explanation** The fh\_hash\_md5\_fd() function reported the specified error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_POLICY\_LOOKUP\_FAIL: [chars]: Failed to look up in the table the registration specification for policy [chars].

**Explanation** A table lookup for the registration specification for the policy has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_QUEUE\_INIT: [chars]: The Unable to initialize queue.

**Explanation** The queue cannot be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-FMS\_SWITCH\_NOT\_RF\_ACTIVE: [chars]: This processor is not in ACTIVE state (state = [dec]). Switchover must be performed on ACTIVE processor.

**Explanation** Switchovers must occur on the active unit, not the standby unit.

**Recommended Action** Ensure that the switchover occurs on a unit that is designated as an active unit and not a standby unit.

## HA\_EM-4

**Error Message** %HA\_EM-4-FMPD\_EVENT\_CREATE: %s: failed to create an event: %s

**Explanation** Failed to create an Embedded Event Manager event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-4-FMPD\_EVENT\_REG: %s: failed to register an event: %s

**Explanation** Failed to register an Embedded Event Manager event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-4-FMPD\_IPC\_GET\_PAK: [chars]: failed to allocate an IPC buffer

**Explanation** Embedded Event Manager failed to allocate a buffer from IPC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-4-FMPD\_IPC\_SEND\_MSG: [chars]: failed to send an IPC message: [chars]

**Explanation** Embedded Event Manager failed to send a message through IPC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-4-FMPD\_NO\_ACTION: No action configured for applet [chars]

**Explanation** No action has been configured for the specified applet.

**Recommended Action** Configure at least one action for this applet.

**Error Message** %HA\_EM-4-FMPD\_NO\_EVENT: No event configured for applet [chars]

**Explanation** No event has been configured for the specified applet.

**Recommended Action** Configure an event for this applet.

**Error Message** %HA\_EM-4-FMPD\_NOTAGNAME: %s: No tag %s found corresponding to this event publish.

**Explanation** The Embedded Event Manager policy director could not associate the tag name with a published event.

**Recommended Action** In the **action info type event reqinfo** command, use only tag names that correspond to the published event.

**Error Message** %HA\_EM-4-FMPD\_NO\_TRACK: Use of the "track" keyword in the correlate statement is not supported in this image. All tracked objects will return the "unset" state of 0

**Explanation** The Embedded Event Manager Track ED is not supported in this image.

**Recommended Action** If you require Embedded Event Manager Track ED, upgrade to an image that supports the feature.

## HA\_EM-6

**Error Message** %HA\_EM-6-FMPD\_CONTEXT\_RETRIEVE: Failed to retrieve context for key %s: %s

**Explanation** Failed to context retrieve variable information for event.

**Recommended Action** Ensure context information with the given key is saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-FMPD\_CONTEXT\_SAVE: Failed to save variable context for key %s: %s

**Explanation** Failed to context save variable information for event.

**Recommended Action** Ensure context information with the same key is not already saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-FMPD\_DIVIDE\_ZERO: Invalid operand in arithmetic division, cannot divide by zero

**Explanation** Arithmetic division does not allow divide by zero.

**Recommended Action** Ensure denominator provided to division action is non-zero.

**Error Message** %HA\_EM-6-FMPD\_EEM\_CONFIG: Embedded Event Manager configuration: %s

**Explanation** The Embedded Event Manager (EEM) reports an error in the Event Manager (EM) configuration.

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-FMPD\_OPERAND\_INVALID: Invalid operand in action, expected value within range %ld to %ld, received: %s

**Explanation** Arithmetic actions only accept valid long integer values.

**Recommended Action** Ensure value provided to action is long integer.

**Error Message** %HA\_EM-6-FMPD\_POLICY\_CHANGED: [chars]: registered policy [chars] changed by the last installation update

**Explanation** A registered policy was changed by the last installation update. If the update used the start option, the old policy was automatically unregistered and the new policy registered. Otherwise, the old policy would remain registered and functional until the user unregisters it manually.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-6-FMPD\_POLICY\_DELETED: [chars]: registered policy [chars] deleted by the last installation update

**Explanation** A registered policy was deleted by the last installation update. If the update used the start option, the policy was automatically unregistered. Otherwise, the policy would remain registered and functional until the user unregisters it manually.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-6-FMPD\_POLICY\_UNREGREG\_SUCC: [chars]: policy [chars] replaced successfully

**Explanation** A registered policy changed by the last installation update was detected. Because the update used the start option, the old policy was automatically replaced by the new policy. This message signaled a successful replacement of the policy.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-6-FMPD\_POLICY\_UNREG\_SUCC: [chars]: policy [chars] unregistered successfully

**Explanation** A registered policy changed or deleted by the last installation update was detected. Because the update used the start option, the old policy was automatically unregistered. This message signaled a successful unregistration.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HA\_EM-6-FMPD\_REGCOMP: Error compiling regular expression: %s

**Explanation** An error was encountered when compiling the given regular expression.

**Recommended Action** Check syntax of regular expression pattern. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-FMPD\_SWITCH\_HARDWARE: %s: Policy has requested a hardware switchover

**Explanation** An Embedded Event Manager policy requested that a hardware switchover occur.

**Recommended Action** No action is required.

**Error Message** %HA\_EM-6-FMPD\_UPDATE\_POLICY\_COPY: Policy update has copied %d bytes from %s to %s

**Explanation** As a result of an event manager update command, an Embedded Event Manager (EEM) policy has been copied.

**Recommended Action** No action is required.

**Error Message** %HA\_EM-6-FMPD\_UPDATE\_POLICY\_REGISTER: Policy update has successfully re-registered policy %s

**Explanation** As a result of an event manager update command, an EEM policy has been successfully reregistered.

**Recommended Action** No action is required.

**Error Message** %HA\_EM-6-FMPD\_UPDATE\_POLICY\_REGISTER\_FAIL: Policy update has failed to register policy %s %s

**Explanation** As a result of an event manager update command, an EEM policy could not be registered.

**Recommended Action** No action is required.

**Error Message** %HA\_EM-6-FMPD\_UPDATE\_POLICY\_UNREGISTER\_FAIL: Policy update has failed to unregister policy %s %s

**Explanation** As a result of an event manager update command, an EEM policy could not be unregistered.

**Recommended Action** No action is required.

**Error Message** %HA\_EM-6-FMS\_MODIFY\_POLICY: %s: unable to modify the policy to class %s: scheduling rule unavailable.

**Explanation** There is no scheduler rule configured to service this event class.

**Recommended Action** Please configure a scheduler rule before modifying the event.

**Error Message** %HA\_EM-6-FMS\_SWITCH\_HARDWARE: [chars]: Policy has requested a hardware switchover

**Explanation** An Embedded Event Manager policy requested that a hardware switchover occur.

**Recommended Action** This is an informational message only. No action is required.

## HA\_EM-7

**Error Message** %HA\_EM-7-ACTION\_ADD\_PARSER: [chars]: Unable to add action [chars] command;

**Explanation** Failed to add the specified action command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-ACTION\_CNS\_AGENT\_UNAVAIL: [chars]: CNS Event Agent not available: [dec]

**Explanation** The CNS Event Agent is currently not available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-ACTION\_CNS\_CLEAR\_RESTART: [chars]: Unable to clear restart callback;

**Explanation** The CNS action process failed to clear restart callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-ACTION\_CNS\_SET\_RESTART: [chars]: Unable to set restart callback;

**Explanation** The CNS action process failed to set restart callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-ACTION\_ENQUEUE\_FAIL: [chars]: Unable to enqueue [chars];

**Explanation** The enqueueing function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-ACTION\_WB\_CREATE: [chars]: create\_watched\_boolean failed: [chars]

**Explanation** The create\_watched\_boolean function reported an error trying to create the watched boolean.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-ACTION\_WB\_DELETE: [chars]: delete\_watched\_boolean failed: [chars]

**Explanation** The delete\_watched\_boolean function reported an error trying to delete the watched boolean.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMC\_CB\_DM\_THREADPOOL\_CREATE: [chars]: dispatch\_manager\_threadpool\_create failed [chars]

**Explanation** The dispatch manager reported an error trying to create a thread pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMC\_CB\_DM\_THREADPOOL\_START: [chars]:  
dispatch\_manager\_threadpool\_start failed [chars]

**Explanation** The dispatch manager reported an error trying to start a thread pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMC\_ENQUEUE\_FAIL: [chars]: Unable to enqueue [chars];

**Explanation** The enqueueing function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMC\_INV\_REPLY: [chars]: Application client library unable to handle message receive.

**Explanation** The API received a message reply when it was not in a state to accept such messages.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMC\_MALLOC: [chars]: Unable to allocate [chars];

**Explanation** The malloc function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMC\_REG\_CBH\_PULSE: %s: Unable to locate reg callback entry for pulse code %d

**Explanation** The registration callback handler was unable to validate the pulse code received.

**Recommended Action** The pthread\_create function reported an error.

**Error Message** %HA\_EM-7-FMC\_REG\_CBH\_SEND: %s: Unable to send response for FH\_MSG\_CALLBACK\_DONE %s

**Explanation** The registration callback handler was unable to send the FH\_MSG\_CALLBACK\_DONE message to the Embedded Event Manager Server.

**Recommended Action** The pthread\_create function reported an error.

**Error Message** %HA\_EM-7-FMFD\_ADD\_PARSER: [chars]: Unable to add [chars] event detector command;

**Explanation** The event detector failed to add a command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_CHKPT\_ITERATE\_END: [chars]: call to chkpt\_iterate\_end returned unexpected failure.

**Explanation** An attempt to register an application with the checkpointing server has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_CHKPT\_NULL\_PTR: [chars]: Got a null [chars] but non-null value was expected

**Explanation** An attempt to do further processing has failed because a null value was received when a non-null value was expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_CHKPT\_TBL\_ADD: [chars]: could not save a record into a checkpointing table: [chars]

**Explanation** An attempt to save a record into the specified checkpointing table has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_CHKPT\_TBL\_REMOVE: [chars]: could not delete a record from a checkpointing table: [chars]

**Explanation** An attempt to delete a record from the specified checkpointing table has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_CHKPT\_TBL\_RESET: [chars]: could not reset a record in a checkpointing table: [chars]

**Explanation** An attempt to reset a record in the specified checkpointing table has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_COND\_WAIT: [chars]: conditional wait error: [chars]

**Explanation** Internal error. The event detector has failed to perform a conditional wait.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_COUNTER\_SET: [chars]: failed to set a counter: [chars]

**Explanation** An attempt to set an Embedded Event Manager counter has failed.

**Error Message** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_DE\_FETCH: %s: %s[%d]

**Explanation** Internal error. The event detector has failed to fetch a data element from the statistics data engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_DM\_CREATE: [chars]: could not create dispatch manager: [chars]

**Explanation** The event detector has failed to create a dispatch manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_ENQUEUE\_FAIL: [chars]: Unable to enqueue [chars];

**Explanation** The enqueueing function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_EVENT\_CREATE: [chars]: failed to create an event:  
[chars]

**Explanation** An attempt to create an Embedded Event Manager event has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_EVENT\_REG: [chars]: failed to register an event:  
[chars]

**Explanation** An attempt to register an Embedded Event Manager event has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_EVENT\_TYPE: [chars]: unknown event type [dec]

**Explanation** An unknown Embedded Event Manager event type was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_FILE\_OPEN: [chars]: failed to open file [chars] : [chars]

**Explanation** An attempt to open the specified file has failed due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_FORMAT\_TIME: [chars]: error attempting to format time string

**Explanation** An attempt to format a time string has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_GET\_NODE\_NAME: [chars]: failed to get the local node name: [chars]

**Explanation** An attempt to get the local node name has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_HIST\_QERR: %s

**Explanation** Internal error. The event detector has failed to get a free history list entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_INV\_COMPARE\_OP: %s: invalid comparison operator: %d

**Explanation** Internal error. The value comparison operator is invalid or not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_INV\_STATS\_TYPE: %s: invalid statistics value type: %d

**Explanation** Internal error. The statistics data type is invalid or not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_INV\_TM: %s: invalid timer: type=%d, timer=%p

**Explanation** Internal error. The timer value is invalid or not as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_INV\_TM\_TYPE: %s: invalid timer type: %d

**Explanation** Internal error. The timer type is invalid or not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_LAST\_POLICY: [chars]: invalid last policy name replied [chars]

**Explanation** There has been an internal error. The last policy name that the script director replied to the **show event manager policy registered** command is an invalid policy name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_LONG\_PATHNAME: [chars]: too long path name

**Explanation** There has been an internal error. A path name could not be formed because it exceeded the maximum length.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_MALLOC: [chars]: Unable to allocate [chars]; [chars]

**Explanation** The malloc function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_MET\_RBLD: %s: %s

**Explanation** Internal error. The event detector has failed to rebuild the metric list from the checkpointed records.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_MSGSEND\_RETRY\_ERR: %s: %d

**Explanation** The event detector has exceeded its maximum number of retries to send a pulse to the embedded event manager to notify of an event publish.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_NO\_CLOCK: [chars]: unable to read clock using clock\_gettime: [chars]

**Explanation** The clock reading function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_NO\_MEM: [chars]: not enough memory: [chars]

**Explanation** Memory allocation failed due to a low-memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %HA\_EM-7-FMFD\_OE\_CREATE: %s: could not create an occurrence entry

**Explanation** Internal error. The event detector has failed to create an entry for the matched occurrence list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_OE\_REMOVE: %s: could not remove an occurrence entry

**Explanation** Internal error. The event detector has failed to remove an entry for the matched occurrence list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_OID\_UNAVAIL: [chars]: The following oid has become unavailable: [chars]

**Explanation** An internal error has occurred. The registered OID is no longer available in the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_OPEN\_CONF: [chars]: could not open event detector config file: [chars]

**Explanation** The event detector has failed to open the configuration file for event detector information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_OVL\_SETUP\_ENV: [chars]: could not update environment variables: [chars]

**Explanation** Updating environment variables of the process according to stored system variables has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_PUB\_TM\_ALLOC: %s: Unable to allocate memory for event publish timer block

**Explanation** Internal error. The event detector has failed to allocate memory for the event publish timer block.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_READ\_CONF: [chars]: could not read event detector config file: [chars]

**Explanation** The event detector has failed to read the configuration file for event detector information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_RESOURCE\_MONITOR\_REGISTER\_FAIL: %s:  
resource\_monitor\_register failed; return code = %d

**Explanation** The resource\_monitor\_register function reported an error trying to register for RMI notifications.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_ADDR\_ILLEGAL: %s: Illegal SNMP address type

**Explanation** The SNMP address is illegal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_ADDR\_IPV6: %s: SNMP IPV6 address is not supported

**Explanation** The IPV6 address is not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_BUILD\_PDU\_FAILED: %s: SNMP build pdu failed

**Explanation** The SNMP pdu build has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_COMM\_FAIL: %s: Unable to create SNMP octet community string; string = %s

**Explanation** The community string was not able to build into a SNMP octet string

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_ERRCODE: %s: %s

**Explanation** The SNMP error code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_MAKE\_PDU\_FAILED: %s: SNMP make pdu failed

**Explanation** The SNMP pdu make has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_MSG\_FAIL: %s: Unable to create a SNMP message; community = %s

**Explanation** The SNMP message failed to be created

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_OID\_INVALID: %s: Invalid SNMP oid length %d

**Explanation** The SNMP oid has invalid length

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_OID\_MAKE\_FAIL: %s: Unable to build an oid string into a SNMP oid; oid = %s

**Explanation** The oid string was not able to build into a SNMP oid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_REQ\_FAILED: %s: SNMP request failed

**Explanation** The SNMP request has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_RESP\_CANCEL: %s: SNMP response cancelled

**Explanation** The SNMP response has been cancelled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_RESP\_ERROR: %s: SNMP response error; error\_status = %d

**Explanation** The SNMP response has error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_RESP\_Q\_EMPTY: %s: SNMP proxy exec got event, but queue is empty

**Explanation** The SNMP proxy got event but the queue is empty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_RESP\_TIMEOUT: %s: SNMP response has timed out

**Explanation** The SNMP response has timed out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_UNKNOWN\_TYPE: %s: Unknown SNMP operation or response type %d

**Explanation** The operation or response type is unknown.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_SNMP\_VARBIND\_FAIL: %s: Unable to create a SNMP varbind

**Explanation** The oid failed to make into a SNMP varbind

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_SWITCH\_FAIL: %s: The system is unable to switch to standby processor. Switchover cancelled.

**Explanation** Switchovers must occur when STANDBY is available and ready.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_THRD\_POOL\_CREATE: [chars]: could not create thread pool: [chars]

**Explanation** The event detector has failed to create a thread pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMPD\_TIMER\_ARM: [chars]: failed to arm a timer: [chars]

**Explanation** An attempt to arm an Embedded Event Manager timer has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMFD\_TM\_LEAF\_NEW: %s: could not create a leaf timer

**Explanation** Internal error. The event detector has failed to create a managed leaf timer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_ASYNC\_ATTACH\_CHKPT: [chars]: Failed to attach to handle chkpt asynchronous events; [chars]

**Explanation** The event pulse attach event function reported an error trying to attach the checkpoint pulse handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_CHKPT\_ITERATE\_END: [chars]: call to chkpt\_iterate\_end returned unexpected failure.

**Explanation** An attempt to register an application with the checkpointing server has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_CHKPT\_TBL\_UNREG: [chars]: could not unregister the checkpointed table [chars]: [chars]

**Explanation** Failed to unregister a checkpointed table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_FDC\_ALLOCATE: %s: Failed to allocate Event Detector context control block; %s

**Explanation** The get\_fd function reported an error trying to allocate a Event Detector context control block.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_FDC\_OPEN: [chars]: Failed to open Event Detector context control block

**Explanation** The open\_fd function reported an error trying to open an Event Detector context control block.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_GUARD\_WORD\_VER: %s: %s guard word corrupted; %p

**Explanation** The guard word for the specified control block does not contain what is expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_INV\_ARG\_STRING: %s: Invalid argument string: %s

**Explanation** An invalid argument string was passed to the specified function.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_MALLOC: %s: Unable to allocate %s; %s

**Explanation** The malloc function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_NO\_CLOCK: [chars]: unable to read clock using clock\_gettime: [chars]

**Explanation** The clock reading function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_NULL\_SCRIPT\_NAME: %s: The script name is NULL

**Explanation** An invalid script name was passed as an argument into the specified function.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_POLICY\_EXEC: %s: Policy execution %s

**Explanation** The Embedded Event Manager policy execution state has been changed to the state named in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_POLICY\_MAX\_ENTRIES: [chars]: Maximum number of script publish entries exceeded; some events have been discarded

**Explanation** An attempt to publish an event requiring a script failed because there is no more room in the script publish queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_REALLOC\_FAIL: [chars]: Unable to reallocate [chars]; [chars]

**Explanation** The reallocation function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_STRDUP: %s: Failed to duplicate string %s; %s

**Explanation** The strdup function reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_SWITCH\_FAIL: [chars]: The system is unable to switch to standby processor. Switchover cancelled.

**Explanation** Switchovers must occur when a standby processor is available and ready.

**Recommended Action** Ensure that a standby processor is available and ready.

**Error Message** %HA\_EM-7-FMS\_WB\_CREATE: [chars]: create\_watched\_boolean failed; [chars]

**Explanation** The create watched boolean function reported an error trying to create the watched boolean.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-FMS\_WQ\_CREATE: [chars]: create\_watched\_queue failed; [chars]

**Explanation** The create watched queue function reported an error trying to create the watched queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-PTHREAD\_MUTEX\_LOCK: [chars]: Error locking mutex [chars]; [chars]

**Explanation** The pthread mutex lock function reported an error while attempting to lock the specified mutex.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-7-PTHREAD\_MUTEX\_UNLOCK: [chars]: Error unlocking mutex [chars]; [chars]

**Explanation** The pthread mutex unlock function reported an error while attempting to unlock the specified mutex.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HAL-1

**Error Message** %HAL-1-UNAVAILABLE: %s

**Explanation** A HAL Port Adapter was detected which has a revision earlier than rev3. This port adapter pre-dates the router platform it has been installed in, and is not a supported combination.

**Recommended Action** Upgrade to a HAL Port Adapter which is rev3 or above.

**Error Message** %HAL-1-UNAVAILABLE: %s could not be disabled by %s

**Explanation** The shutdown failed to disable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: %s could not be enabled by %s

**Explanation** The restart failed to enable the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: %s could not be reset by %s

**Explanation** The restart failed to reset the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: %s init failed at %s

**Explanation** HAL initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: Failed to configure %d interfaces in bay %d, shutting down bay

**Explanation** The HAL hardware failed. Some components on the board failed to initialize.

**Recommended Action** Replace the HAL port adapter.

**Error Message** %HAL-1-UNAVAILABLE: Found %d interfaces in bay %d, shutting down bay

**Explanation** The HAL hardware failed. Some components on the board failed to initialize.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: Microcode to slot %d

**Explanation** Failed to download firmware into the HAL port adapter.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: Slot %d firmware init (%s)

**Explanation** HAL firmware initialization failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-1-UNAVAILABLE: Slot %d for microcode download

**Explanation** An error was detected on the communication path between VIP and HAL.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## HAL-2

**Error Message** %HAL-2-UNAVAILABLE: %#08x %08x %08x %08x

**Explanation** HAL firmware crash information

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-2-UNAVAILABLE: %s: packet received for unknown VC %d

**Explanation** The virtual channel encapsulation is corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-2-UNAVAILABLE: HAL F/W crashed in bay %d: %#x - reset

**Explanation** HAL firmware does not update the software watchdog.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## HAL-3

**Recommended Action** support representative.

**Error Message** %HAL-3-UNAVAILABLE: %s - Accumulator is not available

**Explanation** An invalid TX accumulator is detected.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: %s

**Explanation** General error information.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The HAL driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: %s: failed to send %s love letter

**Explanation** A love letter was not sent to RSP.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: Failed to receive reply %d from bay %d firmware

**Explanation** A message was not received from HAL firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: Failed to send msg %d to %s driver firmware

**Explanation** A port related message was not sent to HAL firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: Failed to send msg %d to bay %d firmware

**Explanation** A message was not sent to HAL firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: Failed to send msg %s to bay %d firmware

**Explanation** Specified message was not sent to HAL firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: Received unexpected mailbox message (id = %d)

**Explanation** Unexpected message from HAL firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HAL-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x  
(Mueslix)

**Explanation** Failed to detect the hdlc controller on the HAL.

**Recommended Action** Replace the HAL port adaptor.

**Error Message** %HAL-3-UNAVAILABLE: Slot %d device ID seen as %#x, expected %#x  
(PLX9060)

**Explanation** The PLX 9060 was not detected on the HAL.

**Recommended Action** Replace the HAL port adaptor.



## HA\_IFINDEX Messages

This section contains high availability system messages.

**Error Message** %HA\_IFINDEX-2-INIT\_ERROR: [chars]

**Explanation** This is a critical error message about a high availability system initialization status or condition. A message of this type indicates that a failure occurred during high availability system initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HARDWARE Messages

This section contains hardware resources messages.

### HARDWARE-3

**Error Message** %HARDWARE-3-ASICNUM\_ERROR: Port-ASIC number [dec] is invalid

**Explanation** Each port ASIC is identified by an ID. The port ASIC number that is specified in the message text is invalid. This condition indicates an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HARDWARE-3-INDEX\_ERROR: Index value [dec] is invalid

**Explanation** An index was attempted to be placed into the hardware table, but that index is out of the configured range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HARDWARE-3-INTRNUM\_ERROR: Port-ASIC Interrupt number [dec] is invalid

**Explanation** An interrupt ID that was used for a port ASIC is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HARDWARE-3-PORTNUM\_ERROR: port number [dec] is invalid

**Explanation** Each interface in a given port ASIC is identified by an index value. The port number used is not within the specified range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HARDWARE-3-STATS\_ERROR: Statistics ID [dec] is invalid

**Explanation** Each statistic that is supported by the port ASIC is identified using an ID. The ID provided by the caller is not within the configured range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HAWKEYE-1

**Error Message** %HAWKEYE-1-UNAVAILABLE: HAWKEYE(bay %d), Port adapter requires Rev 2 CPU, shutting down bay

**Explanation** This message is specific to Cisco 7200 series router platforms. It indicates that the device driver has detected an NPE150 CPU version earlier than revision 2. The token ring device driver requires capabilities of a NPE150 revision 2 and later CPU.

**Recommended Action** Upgrade the 7200 router processor to an NPE150 Revision 2 or later.

**Error Message** %HAWKEYE-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** This message may be emitted during IOS initialization or after a token ring port adapter/module is OIR inserted. The message indicates that the token ring device driver was unable to communicate with all of the interfaces expected to be on the port adapter/module. This could mean that one or more of the interfaces is not functioning.

**Recommended Action** Re-seat the port adapter/module in the slot. Also try installing it in another slot if available. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HAWKEYE-1-UNAVAILABLE: PCI memory unavailable for %s

**Explanation** The device driver for this interface was unable to allocate the necessary amount of shared memory between the driver and the interface hardware. This condition can occur if the system contains less than the recommended minimum amount of SRAM for the current interface combination. Shared memory blocks are required for the interface to function. So, this interface will be inoperable until the memory shortage is corrected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HAWKEYE-3

**Error Message** %HAWKEYE-3-UNAVAILABLE: %s failed to initialize - %s

**Explanation** The token ring interface encountered an error while attempting to open a connection to the ring. The specific error that occurred is described in the last half of the error message as one of the following: 1) 'microcode checksum failed' - the MAC microcode was found to be corrupted inside the interface's local memory. 2) 'failed to build receive descriptor ring' - there was not enough system memory available to allocate receive buffers for packets. 3) 'init failed' - the interface hardware rejected the device driver's request to configure and open the interface.

**Recommended Action** Reset the interface using the 'clear interface token' exec command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HAWKEYE-3-UNAVAILABLE: Interface %s, adapter check error

**Explanation** The token ring interface encountered an unrecoverable error condition while it was operating and connected to the ring. The interface will automatically shut itself down.

**Recommended Action** Issue the 'clear interface token' command to restart the interface. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still

require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HA\_CONFIG\_SYNC-3

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** Active and Standby configuration out of sync LBL what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** Bulk config sync failure, the reason for the failure will be provided in the string

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** General Config Sync Problem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s

**Explanation** Line by Line sync failure what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s [%s]

**Explanation** Bulk config sync fileys failure, the reason for the failure will be provided in the string

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: %s with error code [ %s ]

**Explanation** An ISSU Config Sync Registration Error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: CONFIG SYNC %s msg\_type[%d], rc[%d]

**Explanation** An ISSU Config Sync failed to transform message. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: CONFIG SYNC Failed to get MTU Size for session[%d] msg\_type[%d], MTU[%d], rc[%d]

**Explanation** An ISSU Config Sync failed to get Message MTU. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: Cannot communicate boot variable to standby (%s)

**Explanation** Active failed to send the boot variable specified to standby. A reload or a switchover operation will likely result in the standby booting a wrong image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: Cannot communicate config register to standby

**Explanation** Active failed to send the config register to standby. The active and standby supervisors won't have the same config registers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-3-UNAVAILABLE: IPC operation failed for [ %s ] with error code [ %s ]

**Explanation** A config sync error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_CONFIG\_SYNC-6-UNAVAILABLE: Bulk Sync succeeded

**Explanation** Bulk Sync has succeeded

**Recommended Action** No action necessary

**Error Message** %HA\_CONFIG\_SYNC-6-UNAVAILABLE: CONFIG SYNC : Subcode not matching for command %s Active subcode[0x%x], Standby subcode[0x%x]

**Explanation** The line by line synchronization of a command has succeeded. A command entered on the active system was successfully synchronized with the standby system. However, the sub code of Parser Return Code, that were returned by the Active and Standby systems were different. However, the sub code of Parser Return Code, that were returned by the Active and Standby systems were different.

**Recommended Action** Normally, no action is required. If, however, any problems with line by line synchronization are found, copy this message exactly as it appears on the console or in the system log and contact your Cisco technical support representative.

## HA\_EM-3

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Checksum error for policy %s - this policy will not be run

**Explanation** The checksum computed for the specified policy does not match the original checksum computed when the policy was registered.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error attempting to fetch event information: %s.

**Explanation** The Embedded Event Manager Policy Director failed to receive event info for a callback.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while fetching TTY number.

**Explanation** The Embedded Event Manager failed to fetch a TTY number.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while fetching action information: %d.

**Explanation** The Embedded Event Manager Policy Director failed to gather action information registered for the event.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while fetching variable information: %d.

**Explanation** The Embedded Event Manager Policy Director was unable to set the variable with the requested information.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Error occurred while performing action: %s.

**Explanation** The Embedded Event Manager Policy Director failed to perform an action for the registered event.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Failed to create process

**Explanation** The process create function reports an error

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Failed to look up in the table the registration specification for policy %s.

**Explanation** A table lookup for the registration specification for the policy failed.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Failed to perform CNS action: %s

**Explanation** The Embedded Event Manager failed attempting to send a CNS message.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: No such event id found.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: No such event spec id found.

**Explanation** The Embedded Event Manager Policy Director could not find the event for the event spec. ID.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Published event type does not match event spec.

**Explanation** The Embedded Event Manager Policy Director detected a mis-match in event type between the published event and the event spec.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The %s event detector I/O queue empty.

**Explanation** The I/O queue is empty at this point, and should not be.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The I/O queue empty.

**Explanation** The I/O queue is empty at this point, and should not be.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The Unable to enqueue packet onto queue.

**Explanation** The queue is not in a state to handle enqueues.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The Unable to initialize queue.

**Explanation** The queue cannot be initialized.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The following oid has become unavailable: %s

**Explanation** The registered oid is no longer available in the system.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: The hash computation routine reported an error; %s

**Explanation** The fh\_hash\_md5\_fd() function reported the specified error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: This processor is not in ACTIVE state (state = %d). Switchover must be performed on ACTIVE processor.

**Explanation** Switchovers must occur on ACTIVE unit, not STANDBY unit.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unable to initialize queue;

**Explanation** The queue initialization function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unable to open %s; %s

**Explanation** The open function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unable to open connection to CNS Event Agent: %d

**Explanation** The CNS Action process failed to open CNS handle to Event Agent.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: Unknown event type found in applet.

**Explanation** The Embedded Event Manager applet had an unknown event type.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: callback handler process create failed for eid: %d

**Explanation** The process\_create function reported an error trying to create the callback handler process.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: could not find environment variable: %s

**Explanation** The Embedded Event Manager policy director could not find the environment variable specified in the action message.

**Recommended Action** Only use well known Embedded Event Manager environment variables. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: could not initialize Embedded Event Manager service: %s

**Explanation** An internal error was detected when initializing Embedded Event Manager service.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: could not initialize queue

**Explanation** An internal error was detected when initializing Embedded Event Manager queue.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: error processing xml buffer

**Explanation** An error occurred processing the event publish information xml buffer.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to create an IPC port: %s

**Explanation** Embedded Event Manager failed to create an IPC port.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to execute callback

**Explanation** Failed to execute callback routine.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to open an IPC port: %s

**Explanation** Embedded Event Manager failed to open an IPC port.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: failed to register an IPC port: %s

**Explanation** Embedded Event Manager failed to register an IPC port.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: fh\_init failed : %d

**Explanation** The fh\_init function reported an error trying to initialize EEM for a callback process.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: file checksum mismatch

**Explanation** The checksum value of an installed policy does not match the value provided by the installation manager.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: %s: unable to set state for tracking object number %u; object does not exist or is not a stub-object.

**Explanation** The Embedded Event Manager applet attempted to set the state of a tracking object that does not exist.

**Recommended Action** Only set the state of tracking objects that have already been configured in the system. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-3-UNAVAILABLE: Error attempting to access an unopened CLI session: %s

**Explanation** An error occurred attempting to access an unopened CLI session: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-UNAVAILABLE: Error disconnecting from CLI session: %s

**Explanation** An error occurred while disconnecting from the CLI session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-UNAVAILABLE: Error executing applet %s statement %s

**Explanation** The Embedded Event Manager policy director found an error when processing an applet.

**Recommended Action** Check syntax of applet statement. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-UNAVAILABLE: Error occurred when sending mail to SMTP server: %s : %s

**Explanation** An unexpected error occurred when sending mail to SMTP server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to establish CLI session: %s

**Explanation** Unable to establish CLI session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to read CLI response: %s

**Explanation** Unable to read CLI response.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to send CLI command: %s

**Explanation** Unable to send CLI command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action**

**Error Message** %HA\_EM-3-UNAVAILABLE: Unable to send notification using all SMTP servers

**Explanation** An unexpected error occurred when sending mail to all SMTP servers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action**

**Error Message** %HA\_EM-3-UNAVAILABLE: Use of the rack keyword in the correlate statement is not supported in this image.

**Explanation** The Embedded Event Manager Track ED is not supported in this image.

**Recommended Action** Track ED is not available in this image

## HA\_EM-4

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: No tag %s found corresponding to this event publish.

**Explanation** The Embedded Event Manager policy director could not associate the tagname with a published event.

**Recommended Action** Only use tagnames in the action info type event reqinfo command which correspond to the published event.

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to allocate an IPC buffer

**Explanation** Embedded Event Manager failed to allocate a buffer from IPC.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to create an event: %s

**Explanation** Failed to create an Embedded Event Manager event.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to register an event: %s

**Explanation** Failed to register an Embedded Event Manager event.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-4-UNAVAILABLE: %s: failed to send an IPC message: %s

**Explanation** Embedded Event Manager failed to send a message through IPC.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-4-UNAVAILABLE: Cisco Signature not found or invalid. %s has been registered as a user policy.

**Explanation** Cisco Signature not found or invalid.

**Recommended Action** Sign with Cisco signature.

**Error Message** %HA\_EM-4-UNAVAILABLE: No action configured for applet %s

**Explanation** No action has been configured for this applet.

**Recommended Action** Configure at least one action for this applet.

**Error Message** %HA\_EM-4-UNAVAILABLE: No event configured for applet %s

**Explanation** No event has been configured for this applet.

**Recommended Action** Configure an event for this applet.

**Error Message** %HA\_EM-4-UNAVAILABLE: No threads are configured to service event class %s

**Explanation** The Embedded Event Manager has no scheduler threads to service this event class.

**Recommended Action** Configure threads for the event class using the 'event manager scheduler' command.

## HA\_EM-6

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: %s

**Explanation** The Embedded Event Manager reports an error on Event Manager configuration

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Cannot change a class %s %s to priority LAST. LAST is for default policies only

**Explanation** Embedded Event Manager Scheduler Command can only change a default policy to priority LAST.

**Recommended Action** The command is applicable to default policies only.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Cannot modify a LAST policy to class %s. LAST policies are for class default only.

**Explanation** Embedded Event Manager LAST policy is for default class only.

**Recommended Action** The command is applicable to default policies only.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Error adding trapvar to queue %s

**Explanation** The trap variable was not added to the queue.

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: No variable %s

**Explanation** The variable is not defined.

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Policy has requested a hardware switchover

**Explanation** An Embedded Event Manager policy requested that a hardware switchover occur.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Policy has requested a hardware switchover

**Explanation** An Embedded Event Manager policy requested that a hardware switchover occur.

**Recommended Action** None

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: Policy has requested a system reload;

**Explanation** An Embedded Event Manager policy requested that the system be reloaded.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: cannot %s a running policy with jobid %d.

**Explanation** Embedded Event Manager Scheduler Command cannot change a running policy.

**Recommended Action** The command is not applicable to a running policy.

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: duplicate oid

**Explanation** The oid is a duplicate

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: number of values exceeded %d

**Explanation** The number of values per variable exceeded the maximum

**Recommended Action** Check the EEM applet or policy configuration

**Error Message** %HA\_EM-6-UNAVAILABLE: %s: unable to modify the policy to class %s: scheduling rule unavailable.

**Explanation** There is no scheduler rule configured to service this event class.

**Recommended Action** Please configure a scheduler rule before modifying the event.

**Error Message** %HA\_EM-6-UNAVAILABLE: Error compiling regular expression: %s

**Explanation** An error was encountered when compiling the given regular expression.

**Recommended Action** Check syntax of regular expression pattern. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-UNAVAILABLE: Failed to retrieve context for key %s: %s

**Explanation** Failed to context retrieve variable information for event.

**Recommended Action** Ensure context information with the given key is saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-UNAVAILABLE: Failed to save variable context for key %s: %s

**Explanation** Failed to context save variable information for event.

**Recommended Action** Ensure context information with the same key is not already saved. If the message continues to occur, copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-6-UNAVAILABLE: Invalid operand in action, expected value within range %ld to %ld, received: %s

**Explanation** Arithmetic actions only accept valid long integer values.

**Recommended Action** Ensure value provided to action is long integer.

**Error Message** %HA\_EM-6-UNAVAILABLE: Invalid operand in arithmetic division, cannot divide by zero

**Explanation** Arithmetic division does not allow divide by zero.

**Recommended Action** Ensure denominator provided to division action is non-zero.

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has copied %d bytes from %s to %s

**Explanation** An EEM policy has been copied as a result of an event manager update command

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has failed to register policy %s %s

**Explanation** An EEM policy has failed to be registered as a result of an event manager update command

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has failed to unregister policy %s %s

**Explanation** An EEM policy has failed to be unregistered as a result of an event manager update command

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_EM-6-UNAVAILABLE: Policy update has successfully re-registered policy %s

**Explanation** An EEM policy has been successfully re-registered as a result of an event manager update command

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HA\_EM-7

**Error Message** %HA\_EM-7-UNAVAILABLE: %s

**Explanation** Internal error. The event detector has failed to get a free history list entry.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %d

**Explanation** The event detector has exceeded its maximum number of retries to send a pulse to the embedded event manager to notify of an event publish.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s

**Explanation** Internal error. The event detector has failed to rebuild the metric list from the checkpointed records.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s

**Explanation** The SNMP error code.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s guard word corrupted; %p

**Explanation** The guard word for the specified control block does not contain what is expected.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: %s[%d]

**Explanation** Internal error. The event detector has failed to fetch a data element from the statistics data engine.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Application client library unable to handle message receive.

**Explanation** The API received a msg reply when it was not in a state to accept such messages.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: CNS Event Agent not available: %d

**Explanation** The CNS Event Agent is currently not available.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Class %s: Maximum number of %d %s publish entries exceeded; some events have been discarded

**Explanation** An attempt to publish an event failed because there is no more room in the publish queue.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Failed to allocate Event Detector context control block; %s

**Explanation** The get\_fd function reported an error trying to allocate a Event Detector context control block.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Failed to duplicate string %s; %s

**Explanation** The strdup function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Failed to open Event Detector context control block

**Explanation** The open\_fd function reported an error trying to open a Event Detector context control block.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Illegal SNMP address type

**Explanation** The SNMP address is illegal.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Invalid SNMP oid length %d

**Explanation** The SNMP oid has invalid length

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Invalid argument string: %s

**Explanation** An invalid argument string was passed to the specified function.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Policy execution %s

**Explanation** The Embedded Event Manager policy execution state has been changed to the state named in the message.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP IPV6 address is not supported

**Explanation** The IPV6 address is not supported.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP build pdu failed

**Explanation** The SNMP pdu build has failed.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP make pdu failed

**Explanation** The SNMP pdu make has failed.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP proxy exec got event, but queue is empty

**Explanation** The SNMP proxy got event but the queue is empty.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP request failed

**Explanation** The SNMP request has failed.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP response cancelled

**Explanation** The SNMP response has been cancelled.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP response error; error\_status = %d

**Explanation** The SNMP response has error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: SNMP response has timed out

**Explanation** The SNMP response has timed out.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: The script name is NULL

**Explanation** An invalid script name was passed as an argument into the specified function.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: The system is unable to switch to standby processor. Switchover cancelled.

**Explanation** Switchovers must occur when STANDBY is available and ready.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to add %s event detector command;

**Explanation** The Event detector failed to add command.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to add action %s command;

**Explanation** Failed to add action command.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to allocate %s; %s

**Explanation** The malloc function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to allocate %s;

**Explanation** The malloc function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to allocate memory for event publish timer block

**Explanation** Internal error. The event detector has failed to allocate memory for the event publish timer block.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to build an oid string into a SNMP oid; oid = %s

**Explanation** The oid string was not able to build into a SNMP oid

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to clear restart callback;

**Explanation** The CNS Action process failed to clear restart callback.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to create SNMP octet community string; string = %s

**Explanation** The community string was not able to build into a SNMP octet string

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to create a SNMP message; community = %s

**Explanation** The SNMP message failed to be created

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to create a SNMP varbind

**Explanation** The oid failed to make into a SNMP varbind

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to enqueue %s;

**Explanation** The enqueue function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to locate reg callback entry for pulse code %d

**Explanation** The registration callback handler was unable to validate the pulse code received.

**Recommended Action** The pthread\_create function reported an error.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to reallocate %s; %s

**Explanation** The realloc function reported an error.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to send response for FH\_MSG\_CALLBACK\_DONE %s

**Explanation** The registration callback handler was unable to send the FH\_MSG\_CALLBACK\_DONE message to the Embedded Event Manager Server.

**Recommended Action** The pthread\_create function reported an error.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unable to set restart callback;

**Explanation** The CNS Action process failed to set the restart callback.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: Unknown SNMP operation or response type %d

**Explanation** The operation or response type is unknown.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: could not create a leaf timer

**Explanation** Internal error. The event detector has failed to create a managed leaf timer.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: could not create an occurrence entry

**Explanation** Internal error. The event detector has failed to create an entry for the matched occurrence list.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: could not remove an occurrence entry

**Explanation** Internal error. The event detector has failed to remove an entry for the matched occurrence list.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: create\_watched\_boolean failed: %s

**Explanation** The create\_watched\_boolean function reported an error trying to create the watched boolean.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: create\_watched\_boolean failed; %s

**Explanation** The create\_watched\_boolean function reported an error trying to create the watched boolean.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: create\_watched\_queue failed; %s

**Explanation** The create\_watched\_queue function reported an error trying to create the watched queue.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: delete\_watched\_boolean failed: %s

**Explanation** The delete\_watched\_boolean function reported an error trying to delete the watched boolean.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: error attempting to format time string

**Explanation** Format time failure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid comparison operator: %d

**Explanation** Internal error. The value comparison operator is invalid or not supported.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid last policy name replied %s

**Explanation** Internal error. The last policy name the script director replied to show fm policy registered command is an invalid policy name.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid statistics value type: %d

**Explanation** Internal error. The statistics data type is invalid or not supported.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid timer type: %d

**Explanation** Internal error. The timer type is invalid or not supported.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: invalid timer: type=%d, timer=%p

**Explanation** Internal error. The timer value is invalid or not as expected.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: not enough memory: %s

**Explanation** Allocating memory failed due to a low-memory condition.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: resource\_monitor\_register failed; return code = %d

**Explanation** The resource\_monitor\_register function reported an error trying to register for RMI notifications.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %HA\_EM-7-UNAVAILABLE: %s: unknown event type %d

**Explanation** An unknown Embedded Event Manager even type was detected.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

## HD-1

**Error Message** %HD-1-UNAVAILABLE: 4T Port Adapter fault on port %d in slot %d

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HD-1-UNAVAILABLE: Loopback not supported for a 4T DTE/X.21, port %d in slot %d

**Explanation** Loopback mode is not allowed when using an X.21 DTE cable on a Quad serial NIM port.

**Recommended Action** Do not enable loopback, or use a different cable type.

**Error Message** %HD-1-UNAVAILABLE: msgtxt\_badringsize

**Explanation** An internal software error occurred.

**Recommended Action** If message recurs, call your technical support representative for assistance.

## HD-5

**Error Message** %HD-5-UNAVAILABLE: Unit %d excessive modem control changes

**Explanation** Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

**Recommended Action** Check the cable on the serial port.

## HA\_WD Messages

This section contains high availability system messages.

### HA\_WD-3

**Error Message** %HA\_WD-3-DM\_SEND\_PULSE: [chars]: could not send priority pulse to receiver: [chars]

**Explanation** An attempt to send a priority pulse to the receiver has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_WD-3-PROCFS\_PASS: [chars]: procfs pass ended in error after five consecutive passes

**Explanation** A call to the wd\_procfs\_per\_process() function ended in error after five consecutive passes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_WD-3-PTHRD\_SETDETACHSTATE: [chars]: could not set detach state of a POSIX thread: [chars]

**Explanation** An internal error was detected when trying to set the detach state of a POSIX thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_WD-3-PTHRD\_SETSCHEDPARAM: [chars]: could not set scheduler param of a POSIX thread: [chars]

**Explanation** An internal error was detected when trying to set the scheduler parameter of a POSIX thread.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_WD-3-RESTART\_WDSYSMON: [chars]: Error returned from sysmgr\_restart\_self() [chars]

**Explanation** An error was returned from the sysmgr\_restart\_self API.

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative

and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HA\_WD-6

**Error Message** %HA\_WD-6-BLOCKED\_THREAD: A default priority thread CPU starvation condition was detected

**Explanation** Some higher priority threads are blocking the CPU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_WD-6-CPU: [chars]

**Explanation** The CPU is blocked by one or more high priority threads.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HA\_WD-6-DLK: [chars]

**Explanation** An unresolved process or Cisco IOS scheduler deadlock was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HA\_WD-7

**Error Message** %HA\_WD-7-GUARD\_WORD\_CORRUPTED: [chars]: [chars] guard word corrupted [hex]

**Explanation** The named control block guard word was corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HDLC Messages

This section contains high-level data link control (HDLC) messages.

### HDLC-1

**Error Message** %HDLC-1-ISSU\_NOMEMORY: Unit [dec], no memory for [chars]

**Explanation** The requested operation could not be accomplished because of a low-memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

### HDLC-4

**Error Message** %HSRP-4-BADAUTH: Bad authentication from %s, group %d, remote state %s

**Explanation** Two routers participating in HSRP disagree on the valid authentication string.

**Recommended Action** Use the standby authentication command to repair the HSRP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %HDLC-4-ISSU\_INCOMPATIBLE: hdlc-issu-compat: returned FALSE

**Explanation** The compatibility checking has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDLC-4-ISSU\_SENDFAILED: HDLC ISSU: send message failed, rc = [dec]

**Explanation** An attempt to send a message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDLC-4-ISSU\_XFORM: [chars]: failed, rc=[chars]

**Explanation** The transform has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HDV-1

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: No PCI memory available.

**Explanation** The system is experiencing memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

**Recommended Action** Review the configuration for performance bottlenecks. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: VIC daughter card (%s/0x%x) is unsupported

**Explanation** The VIC card plugged into the HDV is not of a supported type

**Recommended Action** Replace this VIC with a type that is supported by this version of IOS, or change the version of IOS to support this VIC type.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: VIC daughter card has an unknown id of 0x%x

**Explanation** The software did not recognize the type of VIC card plugged into the HDV Port Module.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: no VIC card is inserted in the HDV.

**Explanation** The software did not detect the presence of a VIC card inserted in the HDV Port Module.

**Recommended Action** Check that there is a VIC card inserted properly into the HDV. If so, then check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %HDV-1-UNAVAILABLE: HDV in slot %d: packet size (%d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HDV-2

**Error Message** %HDV-2-UNAVAILABLE: HDV in slot %d: An unrecoverable error occurred.

**Explanation** The HDV card experienced an internal unrecoverable error. This may be due to a internal firmware error or bad HDV hardware.

**Recommended Action** Power down, reinsert the network module and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HDV-3

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: Incorrect %d PM-ID device not supported.

**Explanation** A interface controller device did not have the correct PM-ID.

**Recommended Action** Check that the HDV is inserted properly. If necessary, turn off the router and reinsert the HDV Port Module. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: reports an invalid device id of %#x.

**Explanation** The HDV port module hardware may be bad or improperly seated.

**Recommended Action** Power down, reinsert the network module and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: the HDV failed to initialize properly.

**Explanation** An initialization action failed for the HDV. This can be caused by a lack of system resources, improper or no VIC installed in the port module, or it may be bad HDV hardware.

**Recommended Action** Power down. Check that a supported VIC module is properly installed in the HDV module. Reinsert the VIC module. Then reinsert the Port Module and reboot the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: the firmware on the port module did start properly.

**Explanation** The firmware on the card did not start after a reset. This is usually caused by a bad HDV module or improperly seated HDV module.

**Recommended Action** Power down. Reinsert the HDV port module and reboot the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HDV-3-UNAVAILABLE: HDV in slot %d: the port module did not reset and start up properly.

**Explanation** The hardware on the card did not start after a reset. This is usually caused by a bad HDV module or improperly seated HDV module.

**Recommended Action** Power down. Reinsert the HDV port module and reboot the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HDX-3

**Error Message** %HDX-3-UNAVAILABLE: On int %d/%d, unexpected state %d, event %d

**Explanation** A bad state, event pair is detected in the rx/tx half duplex state machine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# HLFM Messages

This section contains Forwarding Manager messages.

## HLFM-3

**Error Message** %HLFM-3-MACFREE\_ERROR: MAC address [enet], vlad [dec] is still referenced; cannot free

**Explanation** An attempt was made to free a MAC address before all references to it had been released.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HLFM-3-MAP\_ERROR: IP address [IP\_address] not in mac tables, mac-address [enet], vlan [dec]

**Explanation** The IP address and MAC address tables have lost their synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HLFM-3-MOD\_SD: Failed to modify Station Descriptor with index [dec], vlan [dec], di [dec], error [dec], mad [dec], ref-count [dec]

**Explanation** The forwarding manager is attempting to modify a station descriptor that is no longer in use or is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HMM\_ASYNC-3

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Digital modem %d/%d on Simm %d failed power on diagnostics.

**Explanation** Digital modem failed to pass power on diagnostics. It will not be used.

**Recommended Action** If remaining Simm(s) passed diagnostics, remove or replace this problem Simm before continuing. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM Digital Modem Card %d experienced a TDM Synthesis Error.

**Explanation** Digital Modem Card failed to send or receive PCM data in time to avoid data loss. This may cause the modems to speed shift, retrain, or hangup.

**Recommended Action** Verify that the DS1 interface(s) share a common clock source. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM Modem %d/%d Mailbox is Full, command %#x not sent.

**Explanation** Error delivering commands to Modem Module. This may be a transient failure. If this message repeats every 30 seconds it may indicate a failed Modem Module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM Modem %d/%d failed to accept a new command.

**Explanation** Modem failed to accept a new command. This may be a transient failure or the modem may remain unusable until a system reset.

**Recommended Action** You may try to reset the modem by issuing the clear modem slot/port command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: HMM: Digital Modem Card %d hardware exception : %s

**Explanation** This may be an intermittent or permanent hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Consider adding more shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Received unknown message 0x%x at mail offset %d from modem %d/%d.

**Explanation** Received unidentified message from modem. This is symptomatic of running with an incompatible version of modem firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Simm %d in slot %d has halted due to a Runtime Error.

**Explanation** The Portware running on the Simm was halted due a runtime error. The six modems contained on the Simm have been marked Bad and are no longer usable until the system is reloaded.

**Recommended Action** Copy the error message exactly as it appears, along with show modem and show modem log output, and report it to your technical support representative.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to creaet pool %d raw Tx mode buffers

**Explanation** The router does not have enough I/O memory for buffers

**Recommended Action** Consider adding more shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to create TTY structure for line %d

**Explanation** Unable to create tty line control block for the specified line This may be due to not having enough memory in the router

**Recommended Action** Consider adding more shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to create pool for %d raw Rx mode buffers

**Explanation** The router does not have enough I/O memory for buffers

**Recommended Action** Consider adding more shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to download firmware image to digital modem card in slot %d.

**Explanation** Failed to bring up the processor on the digital modem card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unable to download modem firmware image to Simm %d in slot %d.

**Explanation** Failed to load modem firmware into the Simm.

**Recommended Action** If firmware successfully loaded into remaining Simm(s), remove or replace this problem Simm before continuing. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HMM\_ASYNC-3-UNAVAILABLE: Unknown Platform type to support HMM Network Module

**Explanation** The Network Module is not compatible with the current platform that it is plugged into.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HMM\_ASYNC-4

**Error Message** %HMM\_ASYNC-4-UNAVAILABLE: HMM Digital Modem Card %d contains no active modems.

**Explanation** There are no modems installed on the network module.

**Recommended Action** Make sure the network module contains properly installed MICA-6DM Simm(s).

## HOOD-3

**Error Message** %HOOD-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If the message recurs, call your technical support representative for assistance.

## HOOD-5

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, HP100VG, cable error. Training failed

**Explanation** A 100VG cable or hub is faulty.

**Recommended Action** If the message recurs, and either the cable or hub appears to be good, repair or replace the router module.

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, HP100VG, no tone detected. Check cable, hub

**Explanation** A 100VG cable is faulty.

**Recommended Action** If the message recurs, and either the cable or hub appears to be good, repair or replace the router module.

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, excessive collisions

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the router.

**Error Message** %HOOD-5-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or faulty.

**Recommended Action** Repair or replace the controller.

# HP100VG Messages

## HP100VG

**Error Message** %HP100VG-1-UNAVAILABLE: %s access to network denied

**Explanation** Access to the network is denied because of incompatible configuration.

**Recommended Action** Check the configuration of the hub for Frame Format, Promiscuous, and Repeater bit to indicate proper configuration.

**Error Message** %HP100VG-1-UNAVAILABLE: %s configuration not compatible with the network

**Explanation** Configuration of the router module is not compatible to the network

**Recommended Action** Check the configuration of the hub for Frame Format, Promiscuous, and Repeater bit to indicate proper configuration

**Error Message** %HP100VG-1-UNAVAILABLE: %s unable to login to the hub

**Explanation** Unable to login to the hub.

**Recommended Action** Take action based on the following error messages.

**Error Message** %HP100VG-1-UNAVAILABLE: On %s LAN segment

**Explanation** Two VG devices on the same LAN segment have the same MAC address.

**Recommended Action** Check router configuration to make sure that no duplicate MAC address is configured.

**Error Message** %HP100VG-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** No VG interface detected.

**Recommended Action** Make sure 100VG PA is properly seated in the slot. Otherwise repair or replace the 100VG PA interface module.

## HP100VG-3

**Error Message** %HP100VG-3-UNAVAILABLE: %s hardware CAM device not found

**Explanation** Could not find Hardware CAM on the PA module

**Recommended Action** Repair or replace the 100VG PA interface module.

**Error Message** %HP100VG-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The HP100VG driver detected that the buffer ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HP100VG-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** Could not find 100VG PCI device

**Recommended Action** Make sure 100VG PA is properly seated in the slot. Otherwise repair or replace the 100VG PA interface module.

## HP100VG-5

**Error Message** %HP100VG-5-UNAVAILABLE: %s cable fault; tone not detected

**Explanation** An 100VG cable is faulty.

**Recommended Action** Repair or replace the cable. If either the cable appears to be good, repair or replace the VG PA interface module.

**Error Message** %HP100VG-5-UNAVAILABLE: %s cable/hub problem?

**Explanation** The VG controller detects link to the hub is down due to cable, hub or vg controller problem.

**Recommended Action** Repair or replace the cable or hub. If either the cable or hub appears to be good, repair or replace the VG PA interface module.

**Error Message** %HP100VG-5-UNAVAILABLE: %s training failed

**Explanation** An 100VG cable or hub is faulty.

**Recommended Action** Repair or replace the cable or hub. If the cable or hub appears to be good, repair or replace the VG PA interface module.

# HSRP Messages

This section contains Hot Standby Router Protocol (HSRP) messages.

## HSRP-3

**Error Message** %HSRP-3-MISCONFIG: Attempt to change [chars] MAC address to [enet] when DECNET already running

**Explanation** An HSRP group attempted to become active on an interface that can only support a single MAC address and that is running DECnet. If the **standby use-bia** command has not been entered on the interface, HSRP would normally set the interface MAC address to the HSRP virtual MAC address, but this configuration is not allowed if DECnet is running.

**Recommended Action** Enter the **standby use-bia** command on the interface.

**Error Message** %HSRP-3-NOSOCKET: Unable to open socket

**Explanation** The system was unable to initialize an IP connection for the Hot Standby protocol.

**Recommended Action** Make sure that there is at least one interface configured to run IP.

## HSRP-4

**Error Message** %HSRP-4-BADAUTH: Bad authentication from [IP\_address], group [dec], remote state [chars]

**Explanation** Two routers participating in HSRP disagree on the valid authentication string.

**Recommended Action** Use the **standby authentication** command to repair the HSRP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %HSRP-4-BADAUTH2: Bad authentication from [IP\_address]

**Explanation** Two routers participating in HSRP disagree on the valid authentication string.

**Recommended Action** Use the **standby authentication** command to repair the HSRP authentication discrepancy between the local system and the one whose IP address is reported.

**Error Message** %HSRP-4-BADVIP: [chars] Grp [dec] address [IP\_address] is in the wrong subnet for this interface

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is not within a subnet configured on the interface.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address is within a configured subnet.

**Error Message** %HSRP-4-DIFFVIP1: [chars] Grp [dec] active routers virtual IP address [IP\_address] is different to the locally configured address [IP\_address]

**Explanation** The HSRP virtual IP address contained in the Hello message from the active router is different from the virtual IP address configured locally.

**Recommended Action** Check the configuration on all HSRP routers in the group and ensure they are all configured with the same virtual IP address.

**Error Message** %HSRP-4-DUPADDR: Duplicate address [IP\_address] on [chars], sourced by [enet]

**Explanation** The IP address in an HSRP message received on the specified interface is the same as the IP address of the router. Another router might be configured with the same IP address. The most likely cause is a network loop or a misconfigured switch that is causing the router to see its own HSRP Hello messages.

**Recommended Action** Check the configurations on all the HSRP routers to ensure that the interface IP addresses are unique. Check that no network loops exist. If port channels are configured, check that the switch is correctly configured for port channels. Enter the **standby use-bia** command so that the error message displays the interface MAC address of the sending router, which can be used to determine if the error message is caused by a misconfigured router or a network loop.

**Error Message** %HSRP-4-DUPVIP1: [chars] Grp [dec] address [IP\_address] is already assigned to [chars] group [dec]

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is already assigned to a different HSRP group.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address of each HSRP group is unique.

**Error Message** %HSRP-4-DUPVIP2: [chars] Grp [dec] address [IP\_address] is already assigned on this interface

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is already assigned to this interface.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address of each HSRP group is unique.

**Error Message** %HSRP-4-DUPVIP3: [chars] Grp [dec] address [IP\_address] is already assigned to, or overlaps with, an address on another interface or application

**Explanation** The HSRP virtual IP address contained in the Hello message cannot be learned as it is already assigned to, or overlaps with, an address on another interface or application.

**Recommended Action** Check the configuration on all HSRP routers and ensure that the virtual IP address of each HSRP group is unique.

## HSRP-5

**Error Message** %HSRP-5-STATECHANGE: [chars] Grp [dec] state [chars] -> [chars]

**Explanation** The router has changed state.

**Recommended Action** No action is required.

## HTSP-3

**Error Message** %HTSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**Error Message** %HTSP-3-UNAVAILABLE: voice port %s: Ground Start trunking not supported

**Explanation** This voice port does not support the 'connection trunk' command when ground start signaling is configured. Trunking mode on this voice is supported when using loop start signaling.

**Recommended Action** Shut down the voice port, remove the 'connection trunk' and/or 'signal groundStart' command from the voice port configuration, and unshut the voice port.

**Error Message** %HTSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

**Explanation** There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**Error Message** %HTSP-3-UNAVAILABLE: voice port %s: status=0x%x message=0x%x text=%s

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

## HTSP-5

**Error Message** %HTSP-5-UNAVAILABLE: Trunk port(channel) [%s] is %s

**Explanation** Trunk port:channel changed state.

**Recommended Action** LOG\_STD\_NO\_ACTION

## HTTP Messages

This section contains Hypertext Transfer Protocol (HTTP) messages.

## HTTP-3

**Error Message** %HTTP-3-INIT\_FAIL: HTTP Process Init failed.

**Explanation** Initialization of the HTTP subsystem has failed.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %HTTP-3-OUTOF\_MEM: HTTP out of memory.

**Explanation** An error occurred during initialization of the HTTP process. The HTTP process could not create crucial internal data structures that are required for operation of the HTTP subsystem. The most likely reason for this condition is an exhaustion of system memory.

**Recommended Action** Reduce other system activity to ease memory demands. if conditions warrant, upgrade to a larger memory configuration.

**Error Message** %HTTP-3-PROC\_NOCREAT: Unable to create HTTP process.

**Explanation** An error occurred during initialization of the HTTP process. The HTTP process that processes all HTTP requests and responses could not be created.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %HTTP-3-SERVER\_RESTART\_FAILED: Server restart failed. Disabling HTTP server.

**Explanation** TCP process was restarted affecting the HTTP server. Attempts to restart HTTP server failed.

**Recommended Action** Check status of TCP process. Enable the HTTP server after TCP process has started.

## HTTP-6

**Error Message** %HTTP-6-SERVER\_SETUP\_FAILED: Server setup failed

**Explanation** Setup of the HTTP or HTTPS server to listen on the specified port number has failed.

**Recommended Action** Disable the server, verify that port number is correct and enable the server. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## HUB-1

**Error Message** %HUB-1-UNAVAILABLE: Bad port number %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HUB-1-UNAVAILABLE: Invalid hub type %d and number %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HUB-1-UNAVAILABLE: Read op %d not allowed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HUB-1-UNAVAILABLE: Write op %d not allowed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %HUB-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The system detected that there is not enough memory for the hub initialization.

**Recommended Action** If conditions warrant, upgrade to larger memory configuration.

## HUJR-3

**Error Message** %HUJR-3-UNAVAILABLE: Read/write failed [%s]

**Explanation** A read/write error occurred when accessing the hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HW Messages

This section contains hardware messages.

### HW-2

**Error Message** %HW-2-OBSOLETE\_HW\_VER: Module Version in [chars] is obsolete  
 \*\*\*\*\*  
 IMPORTANT !!! \* \* The module in [chars] is obsolete and must be returned \* \* via

RMA to Cisco Manufacturing. If it is a lab unit, \* \* it must be returned to Proto Services for upgrade. \*

\*\*\*\*\*

**Explanation** The specified hardware is obsolete and needs to be replaced.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HWMATM\_MOD-3

**Error Message** %HWMATM\_MOD-3-UNAVAILABLE: Unexpected null pointer in %s at %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HW\_API Messages

This section contains hardware API messages.

### HW\_API-3

**Error Message** %HW\_API-3-BACKWALK\_REQUEST: Backwalk request failed, [chars]

**Explanation** A request to walk internal data structures has failed. Depending on the criticality of the data, the accuracy of forwarding may be affected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-BACKWALK\_REQUEST\_VALUE: Backwalk request failed, [chars] ([hex])

**Explanation** A request to walk internal data structures has failed. Depending on the criticality of the data, the accuracy of forwarding may be affected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-INVALID\_CONTEXT: Invalid context [hex]

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-INVALID\_OBJ: Invalid object [hex]

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-INVALID\_TYPE: Invalid type [dec]

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-INVALID\_WALK\_SPEC: Invalid walk spec [hex]

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-NO\_OBJ\_TYPE\_LIST\_ENTRY: Invalid sw\_obj\_type ([dec]) used with obj\_type\_list

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-NO\_OBJ\_TYPE\_LIST\_ENTRY2: Invalid sw\_obj\_link\_type ([dec]) used with obj\_type\_list

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-RESILIENCE\_NO\_HANDLER: No handlers in place for [chars] sw object creation failure.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-VECTOR: Failed to set [chars] vector for [chars], [chars]

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HW\_API-3-WALK\_MODE\_UNSUPPORTED: Walk mode '[chars]' unsupported

**Explanation** An internal API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HW\_VPN-1

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Command 0x%x failed with status 0x%x

**Explanation** A command was sent to the Encryption AIM, and it responded that the command had an error. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: EAIM responded incorrectly to hello: received 0x%x expected 0x%x

**Explanation** A command was sent to the Encryption AIM, and it was expected to echo back the data that was sent to it. Instead of receiving the expected data, the indicated data was received instead.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Invalid Amount of RAM for PA ID, memsize = 0x%x

**Explanation** The Power On Self Test (POST) reported an incorrect memory size.

**Recommended Action** The EAIM must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Invalid command reply: expected 0x%x received 0x%s

**Explanation** A command was sent to the Encryption AIM, and its replay contained an unexpected reply code. The details of the failure depend upon the circumstances, but in all likelihood the Encryption AIM is faulty and should be replaced.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Key management error, cmd=0x%x status=0x%x

**Explanation** An unexpected error occurred during the execution of a key management command by the EAIM.

**Recommended Action** Make a note of the status value and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Packet Encryption/Decryption error, status=%u

**Explanation** An unexpected error occurred during the encryption and/or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a Security Association. In such cases, it may be ignored. However, if it happens frequently, or is associated with traffic disruption, then make a note of the status value and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Power On Self Test failed, alert status = 0x%x

**Explanation** The Power On Self Test (POST) for the EAIM failed.

**Recommended Action** The EAIM must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: %s: Timeout on reply to command to Encryption AIM

**Explanation** A command has been sent to the Encryption AIM, and there has not been a reply to the command in a reasonable amount of time. The Encryption AIM is faulty and should be replaced.

**Recommended Action** Make a note of the error message and contact a Cisco representative. The EAIM will most likely need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: AIM in slot %u not supported by this HW revision.

**Explanation** The revision level of the C2600 'Elmer' PLD does not support encryption AIM. The PLD needs to be reprogrammed.

**Recommended Action** The C2600 'Elmer' PLD needs to be reprogrammed to a later revision. Refer to CCO Release Notes for the C2600 and Encryption AIM for an explanation of how to reprogram the PLD.

**Error Message** %HW\_VPN-1-UNAVAILABLE: EAIM: Device Initialization failure

**Explanation** The EAIM failed to respond properly to attempts at initialization.

**Recommended Action** The EAIM must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: EAIM: Initialization failed at %s

**Explanation** The EAIM device would not reset properly. Indicative of a hardware failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. The EAIM will need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: EAIM: Invalid PCI device ID: %u

**Explanation** The EAIM device has improperly identified itself on the router bus

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. The EAIM will need to be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: Encryption AIM busy

**Explanation** You have entered a command which involves an Encryption AIM, but the Encryption AIM is busy executing another command.

**Recommended Action** Wait until the present command has completed. If the present command doesn't seem to complete in a reasonable amount of time, then the Encryption AIM is defective and must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: Encryption AIM not present in system

**Explanation** You have entered a command which involves an Encryption AIM, but no encryption AIM is present in the system.

**Recommended Action** Don't enter encryption AIM commands unless an Encryption AIM is present. If an encryption AIM is installed, then it is defective and must be replaced.

**Error Message** %HW\_VPN-1-UNAVAILABLE: This Encryption AIM type not supported on this router platform

**Explanation** You have installed an encryption AIM designed for one particular type of router platform (e.g. C2600) on another router platform (e.g. C3620). Different Encryption AIMs are supported by each router platform.

**Recommended Action** The Encryption AIM must be removed and one compatible with your router must be installed in its place.

## HW\_VPN-6

**Error Message** %HW\_VPN-6-UNAVAILABLE: %s: disabled

**Explanation** The EAIM has been disabled

**Recommended Action** The EAIM will need to be replaced.

**Error Message** %HW\_VPN-6-UNAVAILABLE: %s: starting up

**Explanation** The specified EAIM has initialized successfully.

**Recommended Action** This is an informational message only. It occurs in normal operation.

**Error Message** %HW\_VPN-6-UNAVAILABLE: Cannot support more than one Encryption AIMs

**Explanation** A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMs installed will be ignored.

**Recommended Action** Remove one of the Encryption AIMs installed in your system.

## HWIF\_QOS Messages

This section contains HWIF QoS messages.

**Error Message** %HWIF\_QOS-6-EOM\_FORCE\_TRUSTED: EoMPLS on [chars] caused install of 'trust cos' state

**Explanation** If EoMPLS is configured on the interface or any of its subinterfaces, the no trust state is automatically replaced by trust cos.

**Recommended Action** Remove all EoMPLS configurations from the interface to restore the no trust state.

**Error Message** %HWIF\_QOS-6-EOM\_RESTORE\_UNTRUSTED: The 'no trust' state is restored on EoMPLS removal from [chars]

**Explanation** If EoMPLS is unconfigured on the interface and all its subinterfaces, the configured no trust state is restored.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %HWIF\_QOS-6-EOM\_TRUST\_NOT\_INSTALLED: 'no trust' command is not installed on [chars] in presence of EoMPLS

**Explanation** If EoMPLS is configured on the interface or any of its subinterfaces, the **no trust** command is not installed.

**Recommended Action** Remove all EoMPLS configurations from the interface.

## HYPERION Messages

This section contains Hyperion ASIC (HYPERION) messages.

### HYPERION-3

**Error Message** %HYPERION-3-FAILURE\_INTR\_CFG: Failure to setup the Hyperion device interrupts.

**Explanation** The internal ASIC on a line card could not be initialized. The device is not operational and has been disabled. The data path is not operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HYPERION-4

**Error Message** %HYPERION-4-EARL\_BUS\_SYNC\_ERR: Failed to sync Earl bus, Hyperion version [dec]

**Explanation** The HYPERION ASIC in the line card failed to synchronize with the Earl bus.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-4-HYP\_RESET: Hyperion Error Interrupt. Resetting ASIC.

**Explanation** The Hyperion ASIC in the SPA or Enhanced FlexWAN module has received a fatal error. The ASIC is automatically reset, and the SPA or Enhanced FlexWAN module attempts to continue normal operation.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-4-HYP\_RESET: Hyperion ASIC reset, interrupt [chars]

**Explanation** The Hyperion ASIC in the SPA or Enhanced FlexWAN module has received a fatal error. The ASIC is automatically reset, and the SPA or Enhanced FlexWAN module attempts to continue normal operation.

**Recommended Action** No action is required if traffic recovers. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-4-UNEXPECTED\_VERSION: Unexpected Hyperion version.

**Explanation** The line card is unable to recognize the version of the Hyperion ASIC.

**Recommended Action** No action is required if traffic passes through the line card. If traffic does not pass through the line card, check the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl) to determine in which version this problem is fixed and upgrade accordingly. If traffic does not pass after the upgrade, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## HYPERION-5

**Error Message** %HYPERION-5-BUS\_MODE\_CHANGE: The System Switching Bus Mode changed to [chars] mode

**Explanation** The system switching bus interface device mode changed switching bus modes. The mode is specified in the system message.

**Recommended Action** The supervisor engine instructed the module to change the mode on the switching bus. No action is required.

**Error Message** %HYPERION-5-BUS\_SEQ\_ERR: Constellation bus Sequence Error. Resetting Hyperion ASIC.

**Explanation** The switch processor has detected a sequence error on the backplane bus. A reset sequence from the EARL has been called to recover from this error. System traffic should recover and continue normally.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-5-HYP\_INIT\_FAILURE: The Hyperion ASIC initialization failed

**Explanation** The Hyperion ASIC initialization was not successful. The Hyperion ASIC is not operational and is disabled.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you

cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-5-HYP\_INTR\_INFO: [chars]

**Explanation** This message provides more information about the interrupts from the backplane bus ASIC to the line card CPU.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-5-HYP\_RESET\_INFO: [chars]

**Explanation** This message provides more information about the interrupts leading to the reset of the backplane bus ASIC.

**Recommended Action** If traffic recovers, no action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %HYPERION-5-NULL\_HYP\_OBJECT: The Hyperion device object pointer is set to NULL

**Explanation** The memory location of the Hyperion ASIC device object is invalid. The Hyperion ASIC operation is disabled, and the device interrupt is now masked.

**Recommended Action** If traffic recovers, no action is required. If traffic does not recover, copy the error message exactly as it appears on the console or in the system log. Enter the **show platform hardware hyperion all** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show platform hardware hyperion all** output, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ICC Messages

This section contains Inter-Card Communication (ICC) messages.

### ICC-2

**Error Message** %ICC-2-NOMEM: No memory available for %s

**Explanation** The ICC subsystem could not obtain the memory it needed.

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

### ICC-3

**Error Message** %ICC-3-MAST\_BAD\_FREE: ICC multicast memory already freed

**Explanation** One of the ICC multicast request's memory was found to be free when response arrived

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### ICC-4

**Error Message** %ICC-4-BAD\_ACCOUNTING: ICC received a bad class %d

**Explanation** The intercard communication (ICC) process received an invalid class and therefore cannot account for the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC-4-COMM: Communication failure occurred while %s

**Explanation** A communication failure has occurred between this card and another card in the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC-4-CONSISTENCY: Internal consistency check: %s

**Explanation** An internal inconsistency was found in some ICC data structures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC-4-HEARTBEAT: Card %d failed to respond to heartbeat

**Explanation** A communication failure has occurred between the primary and the specified line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ICC-5

**Error Message** %ICC-5-REQ\_WATERMARK: [dec] pkts for class [chars] request [dec] are waiting to be processed

**Explanation** The processor has received packets for the class request and the packets are waiting to be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ICC-6

**Error Message** %ICC-6-INFO: [chars] [hex] [hex] [hex]

**Explanation** This message provides ICC subsystem generic information or error information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC-6-MCAST\_TIMEOUT: ICC multicast request timed out

**Explanation** One of the ICC multicast request timed out without response.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## I82543-1

**Error Message** %I82543-1-UNAVAILABLE: %s - Cannot create IDB subblock due to insufficient memory

**Explanation** There was insufficient system memory to create the subblock.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: %s - Could not install or use i82543 IDB subblock

**Explanation** An internal IOS error prevented the IDB subblock from being installed or used.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: %s, initialization failed, no buffer memory

**Explanation** The Ethernet port initialization failed due to insufficient memory

**Recommended Action** The router requires more packet memory - consider upgrade. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still

require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Could not init buffer pools

**Explanation** The driver failed to get a pool of buffers from IOS

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Could not initialize structure

**Explanation** The driver failed to initialize a structure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Invalid Interface Descriptor Block

**Explanation** The driver tried to fetch the interface's IDB and failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: MAC Still in Reset

**Explanation** An attempt was made to access the MAC while it was in reset

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Possible hardware error resulted in too few interfaces discovered

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Plugin function table incomplete or missing

**Explanation** The driver could not access the PA's specific function table

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Problem getting particle size

**Explanation** The driver was unable to get the particle size for this interface

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Unknown IDBTYPE while starting i82543

**Explanation** The IDBTYPE in the interface's instance structure is undefined for this driver

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Unknown media-type in subblock

**Explanation** The media-type specified in the driver subblock is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-1-UNAVAILABLE: Unknown or invalid chip mode (MII/TBI)

**Explanation** The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode)

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## I82543-2

**Error Message** %I82543-2-UNAVAILABLE: Interface %s does not support ISL

**Explanation** ISL is not supported on the specified interface's hardware.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %I82543-3-UNAVAILABLE: %s, error interrupt, csr\_STATUS=%#x

**Explanation** The i82543 controller has signalled an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-3-UNAVAILABLE: %s, packet too big (%d), src %e, dst %e

**Explanation** The interface detects a packet larger than what is defined by MTU

**Recommended Action** Check the other station's MTU setting LOG\_STD\_NO\_ACTION

**Error Message** %I82543-3-UNAVAILABLE: Bay %u, device number %u: unknown device (%#x)

**Explanation** Somehow the PA does not contain an Intel 82543 controller chip

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %I82543-3-UNAVAILABLE: Interface %s has an unsupported PHY

**Explanation** The specified interface has an unsupported PHY chip on the board

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IBM2692-1

**Error Message** %IBM2692-1-UNAVAILABLE: %s %s creation failed

**Explanation** The router or access server could not allocate memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IBM2692-1-UNAVAILABLE: Bay %d port adapter requires Rev 2 CPU

**Explanation** The Token Ring PCI Port Adapter driver depends on capabilities of the Revision 2 processor.

**Recommended Action** Upgrade the processor to Revision 2.

**Error Message** %IBM2692-1-UNAVAILABLE: IBM2692 (%d/%d), LL queue overflow.

**Explanation** A packet buffer queue overflowed. This message indicates a packet was lost, probably due to traffic congestion.

**Recommended Action** A small number of queue overflows might not be a cause for concern. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

**Error Message** %IBM2692-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** One of the interface controller devices on the module did not initialize properly.

**Recommended Action** Power down, reinsert the network module, and reboot. If the message recurs, call your technical support representative for assistance.

## ICE-3

**Error Message** %ICE-3-UNAVAILABLE: %s

**Explanation** Error Messages

**Recommended Action** try debug command

## ICC\_ISSU\_NEGO Messages

This section contains Inter-Card Communication (ICC) in-service software upgrade (ISSU) negotiation messages.

### ICC\_ISSU\_NEGO-3

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_EVENT\_QUEUE\_CREATE: Failed to create ICC nego client queue (client %d, endpoint 0x%x)

**Explanation** The intercard communication (ICC) ISSU negotiation process failed to create a client watched queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_FREE\_EVENTS\_ALLOCATION: Failed to allocate ICC Nego free events (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to allocate ICC negotiation free events.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_FREE\_EVENT\_ENQUEUE: Failed to enqueue event to free event queue (type %d, client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to enqueue an event to the free event queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_FREE\_EVENT\_QUEUE\_CREATE: Failed to create ICC nego client queue (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to create a client free events queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-CLIENT\_PROCESS\_CREATE: Failed to create ICC nego client process (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to create a client process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-DROPPING\_MSG: Dropping message (client %d)

**Explanation** The ICC negotiation process dropped a client message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-ICC\_INIT\_SEND: Failed to send the ICC Nego Init message (endpoint 0x%x)

**Explanation** The ICC negotiation process failed to send the negotiation initialization message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INCONSISTENT\_MEDMAN\_DATA: Inconsistent MEDMan data (unique key %d)

**Explanation** The ICC negotiation process Multiple Endpoint Data Manager (MEDMan) data is inconsistent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INTERNAL\_ICC\_PAK: Failed to get an ICC pak (internal message %d, size %d)

**Explanation** The ICC negotiation process failed to get an ICC packet for an internal message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_CLIENT: Invalid client %d

**Explanation** The ICC negotiation client is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_CLIENT\_PID\_GENERIC: Invalid client process pid, can't be the generic process (client %d, endpoint 0x%x, pid %d)

**Explanation** An attempt was made to send a client process message to the ICC negotiation generic process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_DS: Invalid ICC Nego data structure

**Explanation** The internal ICC negotiation data structure is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_DS\_CLIENT: Invalid ICC Nego data structure (client %d)

**Explanation** The internal ICC negotiation data structure is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_MSG: Invalid message (type %d)

**Explanation** The ICC negotiation message is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_PCOL\_DS: Invalid ICC Nego process collector data structure (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process collector data structure is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_QUEUE: Invalid ICC Nego client queue (client %d)

**Explanation** The internal ICC negotiation watched queue is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-INVALID\_STATUS: Invalid client negotiation status (client %d, status %s)

**Explanation** The ICC negotiation client negotiation status is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-MEDMAN\_DS\_CREATION: Failed to create the client data structure in MEDMan (client %d, endpoint 0x%x, error %s)

**Explanation** The ICC negotiation process could not create the client data structure in the Multiple Endpoint Data Manager (MEDMan).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-MEDMAN\_REGISTRATION: Failed to register with MEDMan

**Explanation** The ICC negotiation process failed to register with the Multiple Endpoint Data Manager (MEDMan).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-MSG\_ENQUEUEING: Failed to enqueue msg to the ICC Nego generic process (client %d)

**Explanation** The ICC negotiation process failed to enqueue a process message to the ICC negotiation generic process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-MSG\_ENQUEUEING\_CLIENT: Failed to enqueue msg to the ICC Nego generic process (client %d, e\_id 0x%x, type %d)

**Explanation** The ICC negotiation process failed to enqueue a process message to an ICC negotiation client process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NEGO\_CANNOT\_COMPLETE: Negotiation cannot complete (endpoint 0x%x)

**Explanation** The ICC negotiation cannot complete.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NOTIFY\_CLIENT: Failed to notify client %d (e\_id 0x%x)

**Explanation** The ICC negotiation process failed to notify a client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_FREE\_EVENT: Couldn't get a free event (type %d, client %d, e\_id 0x%x)

**Explanation** The ICC negotiation process failed to get a free event for a client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_INTERNAL\_CB: No callback for internal message %d

**Explanation** No ICC negotiation callback has been defined for this internal message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_QUEUE: Couldn't get an event queue (type %d, client %d, e\_id 0x%x)

**Explanation** The ICC negotiation process failed to get an event queue for a client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NO\_UK: Couldn't retrieve the unique key

**Explanation** The ICC negotiation process failed to retrieve the unique key for a client endpoint pair.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_EMPTY\_MSG: Received an empty NVI ICC message

**Explanation** The ICC negotiation process received an empty NVI ICC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_ICC\_SEND: Failed to send the ICC Nego NVI ICC message (endpoint 0x%x)

**Explanation** The ICC negotiation process failed to send the NVI ICC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_REQ\_PAK: Failed to get an ICC req pak for the ICC Nego NVI message

**Explanation** The ICC negotiation process failed to get an ICC request packet for the NVI internal message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-NVI\_RESP\_PAK: Failed to get an ICC resp pak for the ICC Nego NVI message

**Explanation** The ICC negotiation process failed to get an ICC response packet for the NVI internal message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-OPEN\_PORT\_RELIABLE: Can't open reliable port (endpoint 0x%x, client %s - %d)

**Explanation** The ICC negotiation process cannot open a reliable port to the endpoint for the ISSU client. The ISSU client might not be able to negotiate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-OPEN\_PORT\_UNRELIABLE: Can't open unreliable port (endpoint 0x%x, client %d)

**Explanation** The ICC negotiation process cannot open an unreliable port to the endpoint for the ISSU client. The ISSU client might not be able to negotiate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-OUT\_OF\_MEMORY: System is running out of memory

**Explanation** There is not enough available memory in the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-PCOL\_INCONSISTENT\_PID: Inconsistent ICC Nego process collector process id (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process collector process ID is inconsistent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-PROCESS\_CREATE: Failed to create ICC nego process

**Explanation** The ICC negotiation failed to create a process to handle the messages.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-PROCESS\_KILL\_INTERNAL: Internal process kill failed (pid %d, process collector pid %d)

**Explanation** The ICC negotiation process failed to terminate an internal process due to an inconsistent process ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-PROC\_LEVEL\_MSG\_GENERIC: Invalid process level message in the generic process (client %d, level %d)

**Explanation** The level of messages for the ICC negotiation process is invalid in the generic process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-PROC\_LEVEL\_MSG\_INTERRUPT: Invalid process level message in the ICC interrupt (client %d, level %d)

**Explanation** The level of messages for the ICC negotiation process is invalid in the ICC interrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-SEND\_UK: Failed to send unique key to process (client %d, endpoint 0x%x)

**Explanation** The ICC negotiation process failed to send the unique key to the new client process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-TIMER\_NOT\_AWAKE: ICC Nego pcol timer was not awake when getting a timer event

**Explanation** The ICC negotiation process collector timer was not awake when receiving a timer event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-TIMER\_NOT\_RUNNING: ICC Nego pcol timer was not running when getting a timer event

**Explanation** The ICC negotiation process collector timer was not running when getting a timer event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ICC\_ISSU\_NEGO-3-WATCHED\_QUEUE\_CREATION: Failed to create the watched queue

**Explanation** The ICC negotiation process could not create the watched queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ICC\_ISSU\_TAGGING Messages

This section contains Inter-Card Communication (ICC) in-service software upgrade (ISSU) tagging messages.

### ICC\_ISSU\_TAGGING-3

**Error Message** %ICC\_ISSU\_TAGGING-3-NOT\_XFORM: Untransformed message detected  
(class:%d, request:%d, sender:%x)

**Explanation** During runtime, the intercard communication (ICC) ISSU tagging process detected an untransformed ICC message. This message must be transformed or suspended to support ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ICPM Messages

**Error Message** %ICPM-3-ALLOC: Cannot alloc %s

**Explanation** An attempt to allocate an ICPM data structure failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

### IDBINDEX\_SYNC-3

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_ASSIGN: Failed to assign an index to IDB type %d, for interface

**Explanation** An interface index cannot be allocated for this interface due to an internal software error. This is an unrecoverable error that results in this interface not being usable for traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_ENTRY\_MISMATCH: An interface index mismatched its active table entry:

**Explanation** An interface index was found which did not match the active interface descriptor block (IDB) index table entry with the corresponding synchronization key. This condition is due to an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_LINK: Driver for IDB type '%d' changed the Identity of interface

**Explanation** The interface index table cannot be updated with the new identity provided for this interface due to an internal software error. The driver might not have deleted the old identity first, or the driver might have accidentally changed the identity.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-IDBINDEX\_RETRIEVE: Cannot retrieve if-index for this interface:

**Explanation** The interface index number was not found in the interface index table for the interface specified in the error message. This condition might have been caused by the interface index number not being properly synchronized by the primary processor card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-INIT\_ERR: %s

**Explanation** The interface index synchronization ISSU client has an initialization error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-IPC\_ERR: %s: %s.

**Explanation** The interface index synchronization interprocess communication (IPC) session has an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-ISSU\_ERR: %s%s, rc=%d

**Explanation** The interface index synchronization ISSU client has an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-RF\_ERR: %s %d.

**Explanation** An error occurred in the interface index synchronization of the redundancy facility (RF) client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-TRANSFORM: Require IF-Index ISSU transformation function %s %s

**Explanation** The interface index synchronization process has identified a missing ISSU transformation function. This condition may lead to misoperation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-3-VALIDATE: Cannot validate if-index for this interface:

**Explanation** The identity of this interface could not be validated against the stored identity within the interface descriptor block (IDB) index table. This condition probably occurred due to the identity of the IDB changing without first explicitly unlinking the previous identity.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IDBINDEX\_SYNC-4

**Error Message** %IDBINDEX\_SYNC-4-RESERVE: Failed to lookup existing ifindex for an interface on the Standby, allocating a new ifindex from the Active (ifindex=%d, idbtype=%s)

**Explanation** A lookup failure occurred for an interface on the standby unit. An attempt was made to resolve the issue by reserving a new interface index on the active unit. If this failure was caused by a defect in the key encoding, then traffic may stop on this interface if the system switches over.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBINDEX\_SYNC-4-TRUNCATE: Overflow in %s when encoding interface sync key, got %d maximum is %d

**Explanation** During the creation of a unique synchronization key to represent an interface, one of the attributes making up the key was truncated to fit in the allocated space in the key. This condition might lead to overlapping key allocations, which would cause an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IDBINDEX\_SYNC\_KEY Messages

This section contains Interface Descriptor Block (IDB) key synchronization messages.

### IDBINDEX\_SYNC\_KEY-3

**Error Message** %IDBINDEX\_SYNC\_KEY-3-UNKNOWN\_TYPE: Interface type is unknown and cannot be synced:

**Explanation** An internal software error has occurred related to the interface descriptor block (IDB) key synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### IDBMAN-3

**Error Message** %IDBMAN-3-AGGPORTMISMATCH: %s: %s(%d / %d) does match internal slot/port state %s(%d / %d)

**Explanation** There is an internal error that caused an invalid aggregate port to be used by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-DELETEDAGGPORT: %s(%d / %d) Group %d has been deleted, but is being reused.

**Explanation** There is an internal error that caused an interface that has been deleted to be reused for a new aggregate port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-INVALIDAGGPORTBANDWIDTH: %s(%d / %d) has an invalid bandwidth value of %d

**Explanation** There is an internal error that caused an invalid bandwidth to be used for an aggregate port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-INVALIDPORT: %s: trying to use invalid port number %d ( Max %d )

**Explanation** There is an internal error that caused an invalid port number to be used by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-INVALIDVLAN: %s: trying to use invalid Vlan %d

**Explanation** There is an internal error that caused an invalid Vlan to be used by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-NOTANAGGPORT: %s( %d / %d ) is not an aggregate port

**Explanation** There is an internal error that caused an interface that is not an aggregate port to be used for aggregate port operations

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-PORTNOTINAGGPORT: %s(%d / %d) is not present in Aggport %s(%d / %d)

**Explanation** There is an internal error that caused an invalid port to be referred to be part of an aggregate port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s( %d / %d ) is not an aggregate port

**Explanation** There is an internal error that caused an interface that is not an aggregate port to be used for aggregate port operations

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s(%d / %d) Group %d has been deleted, but is being reused.

**Explanation** There is an internal error that caused an interface that has been deleted to be reused for a new aggregate port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s(%d / %d) has an invalid bandwidth value of %d

**Explanation** There is an internal error that caused an invalid bandwidth to be used for an aggregate port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s(%d / %d) is not present in Aggport %s(%d / %d)

**Explanation** There is an internal error that caused an invalid port to be referred to be part of an aggregate port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: %s(%d / %d) does match internal slot/port state %s(%d / %d)

**Explanation** There is an internal error that caused an invalid aggregate port to be used by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: Vlan %d is in use by %s

**Explanation** Each L3 interface has a Vlan associated with it. This message indicates that the Vlan associated with the interface is being used by some other L3 Interface, which is not anticipated to happen

**Recommended Action** This is an informational message only, no action is required.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: Vlan %d not set since it already has Vlan %d

**Explanation** There is an internal error that caused an interface to not have its Vlan set to the requested value

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: trying to use invalid Vlan %d

**Explanation** There is an internal error that caused an invalid Vlan to be used by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-UNAVAILABLE: %s: trying to use invalid port number %d ( Max %d )

**Explanation** There is an internal error that caused an invalid port number to be used by the software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-VLANINUSE: %s: Vlan %d is in use by %s

**Explanation** Each L3 interface has a Vlan associated with it. This message indicates that the Vlan associated with the interface is being used by some other L3 Interface, which is not anticipated to happen

**Recommended Action** The standby supervisor engine is reloaded automatically to recover from the problem. If the standby supervisor engine does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-3-VLANNOTSET: %s: Vlan %d not set since it already has Vlan %d

**Explanation** There is an internal error that caused an interface to not have its Vlan set to the requested value

**Recommended Action** The standby supervisor engine is reloaded automatically to recover from the problem. If the standby supervisor engine does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IDBMAN Messages

This section contains Interface Descriptor Block Manager (IDBMAN) messages.

### IDBMAN-4

**Error Message** %IDBMAN-4-ACTIVEPORTSINAGGPORT: %s( %d / %d ) has %d active ports, but is being removed

**Explanation** There is an internal error that caused an aggregate port with active ports to be removed

**Recommended Action** The standby supervisor engine is reloaded automatically to recover from the problem. If the standby supervisor engine does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-4-CONFIG\_WRITE\_FAIL: FFailed to generate configuration for interface [chars]

**Explanation** The system failed to generate a configuration for the specified interface because of a problem with the file system. The active and standby supervisor engines will have configurations that do not match.

**Recommended Action** The standby supervisor engine is reloaded automatically to recover from the problem. If the standby supervisor engine does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDBMAN-4-IDB\_LIMIT: Maxinum interface count reached the limit of [dec] ([dec]+[dec]). Module is disabled.

**Explanation** The number of interfaces has reached the maximum limit and the module has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IDBMAN-6

**Error Message** %IDBMAN-6-UNAVAILABLE: Vlan %d is mapped to %s

**Explanation** Informational message indicating that the given Vlan is mapped to the given interface

**Recommended Action** No action is required.

**Error Message** %IDBMAN-6-VLANMAPPED: Vlan %d is mapped to %s

**Explanation** Informational message indicating that the given Vlan is mapped to the given interface

**Recommended Action** No action is required.

## IDB\_IDENTITY-3

**Error Message** %IDB\_IDENTITY-3-UNAVAILABLE: Memory allocation failure for HWIDB type %d

**Explanation** A memory allocation failure occurred when trying to allocate the identity for this HWIDB. This HWIDB will not be allocated an IF Index which will prevent it from being used for forwarding data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IDMGR Messages

This section contains ID manager messages.

### IDMGR-3

**Error Message** %IDMGR-3-UNAVAILABLE: %s

**Explanation** A malloc failure occurred in ID Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDMGR-3-UNAVAILABLE: %s

**Explanation** An id\_get attempted at interrupt level.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDMGR-3-UNAVAILABLE: bad id in %s (id: 0x%lX)

**Explanation** An ID Manager error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IDMGR-3-UNAVAILABLE: bad new ID table size

**Explanation** A bad new table request to ID Manager occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IDPROM-3

**Error Message** %IDPROM-3-UNAVAILABLE: Corrupt or missing IDPROM Checksum

**Explanation** This message indicates the IDPROM of this unit could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

**Recommended Action** Report this error to your technical support representative.

## IDPROM-4

**Error Message** %IDPROM-4-UNAVAILABLE: Corrupt or missing IDPROM Magic number

**Explanation** This message indicates the IDPROM of this unit could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

**Recommended Action** Report this error to your technical support representative.

## IDS-4

**Error Message** %IDS-4-ICMP\_ECHO\_REPLY\_SIG: Sig:2000:ICMP Echo Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 0 (Echo Reply).

**Recommended Action** This is extremely common network traffic. Suspicion should be aised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_ECHO\_REPLY\_SIG: Sig:2000:ICMP Echo Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 0 (Echo Reply).

**Recommended Action** This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_ECHO\_SIG: Sig:2004:ICMP Echo Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 8 (Echo Request). Commonly used to perform reconnaissance sweeps. Suspicion should be raised when a large number of these packets are found on the network.

**Recommended Action** The ICMP Echo Request is issued by the source to determine if the destination is "alive". When the destination receives the request it will reply with an ICMP Echo Reply. This request/reply pair is most commonly implemented via the "ping" utility. Many network management tools use this utility or some derivative. This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_FRAGMENT\_SIG: Sig:2150:Fragmented ICMP Traffic - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP) and either the more fragments flag is set to 1 (ICMP) or there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network, but ICMP is rarely fragmented. The traffic should be investigated. If no legitimate reason for the fragmentation can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-ICMP\_INFO\_REPLY\_SIG: Sig:2010:ICMP Information Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 16 (ICMP Information Reply). No known exploit exists.

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_INFO\_REPLY\_SIG: Sig:2010:ICMP Information Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 16 (ICMP Information Reply). No known exploit exists.

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_INFO\_SIG: Sig:2009:ICMP Information Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 15 (Information Request).

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_INFO\_SIG: Sig:2009:ICMP Information Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 15 (Information Request).

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_MASK\_REPLY\_SIG: Sig:2012:ICMP Address Mask Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 18 (Address Mask Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_MASK\_REPLY\_SIG: Sig:2012:ICMP Address Mask Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 18 (Address Mask Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_MASK\_SIG: Sig:2011:ICMP Address Mask Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 17 (Address Mask Request). ICMP Address Mask Requests could be used to perform reconnaissance sweeps of networks.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_MASK\_SIG: Sig:2011:ICMP Address Mask Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 17 (Address Mask Request). ICMP Address Mask Requests could be used to perform reconnaissance sweeps of networks.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_PARAMPROB\_SIG: Sig:2006:ICMP Parameter Problem on Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 12 (Parameter Problem on Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Parameter Problem datagrams are issued when a router has had to drop a datagram because it was malformed. This is a normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_PARAMPROB\_SIG: Sig:2006:ICMP Parameter Problem on Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 12 (Parameter Problem on Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Parameter Problem datagrams are issued when a router has had to drop a datagram because it was malformed. This is a normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_PING\_OF\_DEATH\_SIG: Sig:2154:ICMP Ping of Death Attack - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP), the Last Fragment bit is set, and  $(IP\ offset * 8) + (IP\ data\ length) > 65535$  that is to say, the IP offset (which represents the starting position of this fragment in the original packet, and which is in 8 byte units) plus the rest of the packet is greater than the maximum size for an IP packet. This indicates a denial of service attack.

**Recommended Action** This indicates a denial of service attack. It is likely that the source address has been spoofed making shunning ineffective

**Error Message** %IDS-4-ICMP\_PING\_OF\_DEATH\_SIG: Sig:2154:ICMP Ping of Death Attack - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP), the Last Fragment bit is set, and  $(IP\ offset * 8) + (IP\ data\ length) > 65535$  that is to say, the IP offset (which represents the starting position of this fragment in the original packet, and which is in 8 byte units) plus the rest of the packet is greater than the maximum size for an IP packet. This indicates a denial of service attack.

**Recommended Action** This indicates a denial of service attack. It is likely that the source address has been spoofed making shunning ineffective

**Error Message** %IDS-4-ICMP\_REDIRECT\_SIG: Sig:2003:ICMP Redirect - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 5 (Redirect).

**Recommended Action** The redirect message may be issued from a router to inform a host of a better route to a requested destination. The host then updates its routing table to include this route. This method of updating routing tables is an uncommon practice today. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_REDIRECT\_SIG: Sig:2003:ICMP Redirect - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 5 (Redirect).

**Recommended Action** The redirect message may be issued from a router to inform a host of a better route to a requested destination. The host then updates its routing table to include this route. This method of updating routing tables is an uncommon practice today. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-ICMP\_SOURCEQUENCH\_SIG: Sig:2002:ICMP Source Quench - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 4 (Source Quench). This datagram may be used in network management to provide congestion control. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This datagram may be used in network management to provide congestion control. A source quench packet will be issued when a router is beginning to lose packets due to the transmission rate of a source. The source quench is a request to the source to reduce the rate of datagram transmission. This datagram type is rarely if ever seen on networks and some systems do not even support it. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_SOURCEQUENCH\_SIG: Sig:2002:ICMP Source Quench - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 4 (Source Quench). This datagram may be used in network management to provide congestion control. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This datagram may be used in network management to provide congestion control. A source quench packet will be issued when a router is beginning to lose packets due to the transmission rate of a source. The source quench is a request to the source to reduce the rate of datagram transmission. This datagram type is rarely if ever seen on networks and some systems do not even support it. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIME\_REPLY\_SIG: Sig:2008:ICMP Timestamp Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the type field in the ICMP header set to 14 (Timestamp Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues the Timestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIME\_SIG: Sig:2007:ICMP Timestamp Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 13 (Timestamp Request). ICMP Timestamp Requests could be used to perform reconnaissance sweeps of networks. No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues the Timestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIMXCEED\_SIG: Sig:2005:ICMP Time Exceeded for a Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 11 (Time Exceeded for a Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Time Exceeded datagrams are issued when a router has had to drop a datagram whose Time to Live (TTL) flag has expired. This is a normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TIMXCEED\_SIG: Sig:2005:ICMP Time Exceeded for a Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 11 (Time Exceeded for a Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Time Exceeded datagrams are issued when a router has had to drop a datagram whose Time to Live (TTL) flag has expired. This is an normal and necessary type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-ICMP\_TOOLARGE\_SIG: Sig:2151:Large ICMP Traffic - from %i to %i

**Explanation** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation.

**Recommended Action** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation. If no legitimate reason for the large packet size can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-ICMP\_TOOLARGE\_SIG: Sig:2151:Large ICMP Traffic - from %i to %i

**Explanation** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation.

**Recommended Action** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation. If no legitimate reason for the large packet size can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-ICMP\_UNREACH\_SIG: Sig:2001:ICMP Host Unreachable - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 3 (Host Unreachable). This is the common response. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This is the common response provided to a client when there is no path available to the requested host. This is a very common type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-IPFRAG\_ATTACK\_SIG: Sig:1100:IP Fragment Attack - from %i to %i

**Explanation** Triggers when any IP datagram is received with the 'more fragments' flag set to 1 or if there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network. This is not uncommon, but is unusual enough that the traffic should be investigated. This is especially important if the network is protected by a packet filtering firewall.

**Error Message** %IDS-4-IPOPTS\_BAD\_SIG: Sig:1000:Bad IP Option List - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the list of IP options in the IP datagram header is incomplete or malformed. No known exploits purposely incorporate this option.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_LSRR\_SIG: Sig:1004:IP options-Loose Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 3 (Loose Source Route). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever used and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-IPOPT\_RR\_SIG: Sig:1001:IP options-Record Packet Route - from %i to %i

**Explanation** The IP options list contains one or more options that perform various network management or debugging tasks. This alarm may indicate a reconnaissance attack is in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_RR\_SIG: Sig:1001:IP options-Record Packet Route - from %i to %i

**Explanation** The IP options list contains one or more options that perform various network management or debugging tasks. This alarm may indicate a reconnaissance attack is in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_SATID\_SIG: Sig:1005:IP options-SATNET ID - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 8 (SATNET stream identifier). No known exploit exists.

**Recommended Action** This option is obsolete and should not be encountered. When on-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_SECURITY\_SIG: Sig:1003:IP options-Provide s,c,h,tcc - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 2. No known exploit exists.

**Recommended Action** This signature will trigger if you have implemented IP security options on your network. However, this is rarely, if ever, implemented. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IPOPT\_SSRR\_SIG: Sig:1006:IP options-Strict Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram in which the IP option list for the datagram includes option 2 (Strict Source Routing). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-IPOPT\_SSRR\_SIG: Sig:1006:IP options-Strict Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram in which the IP option list for the datagram includes option 2 (Strict Source Routing). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-IPOPT\_TS\_SIG: Sig:1002:IP options-TimeStamp - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 4 (Timestamp). This alarm indicates that a reconnaissance attack may be in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-IP\_IMPOSSIBLE\_SIG: Sig:1102:Impossible IP Packet - from %i to %i

**Explanation** This triggers when an IP packet arrives with source equal to destination address. This signature will catch the so-called Land Attack.

**Recommended Action** This should never occur in legitimate traffic.

**Error Message** %IDS-4-IP\_UNKNOWN\_PROTO\_SIG: Sig:1101:Unknown IP Protocol - from %i to %i

**Explanation** Triggers when an IP datagram is received with the protocol field set to 101 or greater. The use of these protocol types is highly unusual and should be investigated.

**Recommended Action** Locally developed protocols that may use these protocol types will trigger the signature. The use of these protocol types is highly unusual and should be investigated. When on-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-LOST\_CONNECT: Connection to HostID:%u OrgID:%u

**Explanation** Triggers when a connection drops and there is no previous connection.

**Recommended Action** This message indicates that the IDS cannot communicate with the Director. Check connectivity to the Director and check Postoffice configuration on both the router and the Director.

**Error Message** %IDS-4-RPC\_CALLIT\_REQUEST: Sig:6103:Proxied RPC Request - from %i to %i

**Explanation** Triggers when a proxied RPC request is sent to the portmapper of a target host.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_DUMP\_REQUEST: Sig:6102:RPC Dump - from %i to %i

**Explanation** Triggers when an RPC dump request is issued to a target host.

**Recommended Action** This is a common procedure performed by many system administrators and wary users to determine which RPC services are being offered. Executing this procedure is most likely due to curiosity on the part of a novice user or a system administrator performing system maintenance. If upon investigation no valid user can be associated with this event, prudent security practices would suggest shunning the source.

**Error Message** %IDS-4-RPC\_DUMP\_REQUEST: Sig:6102:RPC Dump - from %i to %i

**Explanation** Triggers when an RPC dump request is issued to a target host.

**Recommended Action** This is a common procedure performed by many system administrators and wary users to determine which RPC services are being offered. Executing this procedure is most likely due to curiosity on the part of a novice user or a system administrator performing system maintenance. If upon investigation no valid user can be associated with this event, prudent security practices would suggest shunning the source.

**Error Message** %IDS-4-RPC\_PORTREQ\_MOUNTD: Sig:6155:RPC mountd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the mount daemon (mountd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_REXD: Sig:6175:RPC rexd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the remote execution daemon (rex) port. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this procedure is allowed on your network, those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network, it should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_REXD: Sig:6175:RPC rexd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the remote execution daemon (rex) port. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this procedure is allowed on your network, those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network, it should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPBIND: Sig:6151:RPC ypbind Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP bind daemon (ypbind) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPPASSWDD: Sig:6152:RPC ypbind yppasswdd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP password daemon (yppasswdd) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPPASSWDD: Sig:6152:RPC ypbind yppasswdd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP password daemon (yppasswdd) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPSERV: Sig:6150:RPC ypserv Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP server daemon (ypserv) port.

**Recommended Action** If this procedure is allowed on your network those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPUPDATED: Sig:6153:RPC ypupdated Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP update daemon (ypupdated) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_PORTREQ\_YPXFRD: Sig:6154:RPC ypxfrd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP transfer daemon (ypxfrd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-RPC\_REXD\_REQUEST: Sig:6180:RPC rexd Attempt - from %i to %i

**Explanation** Triggers when a call to the rexd program is made. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this service is being used legitimately, this alarm will fire. For security purposes, this service really should not be used.

**Error Message** %IDS-4-RPC\_REXD\_REQUEST: Sig:6180:RPC rexd Attempt - from %i to %i

**Explanation** Triggers when a call to the rexd program is made. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this service is being used legitimately, this alarm will fire. For security purposes, this service really should not be used.

**Error Message** %IDS-4-RPC\_SET\_REQUEST: Sig:6100:RPC Port Registration - from %i to %i

**Explanation** Triggers when attempts are made to register new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Connection to HostID:%u OrgID:%u

**Explanation** Triggers when a connection drops and there is no previous connection.

**Recommended Action** This message indicates that the IDS cannot communicate with the Director. Check connectivity to the Director and check Postofficeconfiguration on both the router and the Director.

**Error Message** %IDS-4-UNAVAILABLE: Invalid SMTP command - from %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1000:Bad IP Option List - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the list of IP options in the IP datagram header is incomplete or malformed. No known exploits purposely incorporate this option.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1001:IP options-Record Packet Route - from %i to %i

**Explanation** The IP options list contains one or more options that perform various network management or debugging tasks. This alarm may indicate a reconnaissance attack is in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1002:IP options-TimeStamp - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 4 (Timestamp). This alarm indicates that a reconnaissance attack may be in progress against your network.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this is unusual traffic that warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1003:IP options-Provide s,c,h,tcc - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 2. No known exploit exists.

**Recommended Action** This signature will trigger if you have implemented IP security options on your network. However, this is rarely, if ever, implemented. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1004:IP options-Loose Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 3 (Loose Source Route). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1005:IP options-SATNET ID - from %i to %i

**Explanation** Triggers on receipt of an IP datagram where the IP option list for the datagram includes option 8 (SATNET stream identifier). No known exploit exists.

**Recommended Action** This option is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1006:IP options-Strict Source Route - from %i to %i

**Explanation** Triggers on receipt of an IP datagram in which the IP option list for the datagram includes option 2 (Strict Source Routing). This option may be misused to defeat authentication mechanisms that rely on IP addresses as their basis for trust relationships.

**Recommended Action** While network troubleshooting may require the legitimate use of this feature, this type of traffic is rarely if ever noted and should comprise much less than 1% of network traffic. Small amounts of source routed traffic most probably indicates that a network problem is being investigated. Large amounts of source routed traffic is more suspicious and a thorough investigation of the source and reason is indicated.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1100:IP Fragment Attack - from %i to %i

**Explanation** Triggers when any IP datagram is received with the 'more fragments' flag set to 1 or if there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network. This is not uncommon, but is unusual enough that the traffic should be investigated. This is especially important if the network is protected by a packet filtering firewall.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1101:Unknown IP Protocol - from %i to %i

**Explanation** Triggers when an IP datagram is received with the protocol field set to 101 or greater. The use of these protocol types is highly unusual and should be investigated.

**Recommended Action** Locally developed protocols that may use these protocol types will trigger the signature. The use of these protocol types is highly unusual and should be investigated. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:1102:Impossible IP Packet - from %i to %i

**Explanation** This triggers when an IP packet arrives with source equal to destination address. This signature will catch the so-called Land Attack.

**Recommended Action** This should never occur in legitimate traffic.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2000:ICMP Echo Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 0 (Echo Reply).

**Recommended Action** This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2001:ICMP Host Unreachable - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 3 (Host Unreachable). This is the common response. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This is the common response provided to a client when there is no path available to the requested host. This is a very common type of network traffic. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2002:ICMP Source Quench - from %i to %i

**Explanation** Triggers when an IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 4 (Source Quench). This datagram may be used in network management to provide congestion control. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions.

**Recommended Action** This datagram may be used in network management to provide congestion control. A source quench packet will be issued when a router is beginning to lose packets due to the transmission rate of a source. The source quench is a request to the source to reduce the rate of datagram transmission. This datagram type is rarely if ever seen on networks and some systems do not even support it. Large numbers of this datagram type on the network are indicative of network difficulties or may be indicative of hostile actions. If no network problems can be identified to account for the traffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2003:ICMP Redirect - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 5 (Redirect).

**Recommended Action** The redirect message may be issued from a router to inform a host of a better route to a requested destination. The host then updates its routing table to include this route. This method of updating routing tables is an uncommon practice today. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2004:ICMP Echo Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 8 (Echo Request). Commonly used to perform reconnaissance sweeps. Suspicion should be raised when a large number of these packets are found on the network.

**Recommended Action** The ICMP Echo Request is issued by the source to determine if the destination is "alive". When the destination receives the request it will reply with an ICMP Echo Reply. This request/reply pair is most commonly implemented via the "ping" utility. Many network management tools use this utility or some derivative. This is extremely common network traffic. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2005:ICMP Time Exceeded for a Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 11(Time Exceeded for a Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Time Exceeded datagrams are issued when a router has had to drop a datagram whose Time to Live (TTL) flag has expired. This is anormal and necessary type of network traffic. Large numbers of this datagramtype on the network are indicative of network difficulties or may beindicative of hostile actions. If no network problems can be identified toaccount for the traffic prudent security practices would suggest that thesource be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2006:ICMP Parameter Problem on Datagram - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 12 (Parameter Problem on Datagram). No known exploits incorporate this option.

**Recommended Action** ICMP Parameter Problem datagrams are issued when a routerhas had to drop a datagram because it was malformed. This is a normal andnecessary type of network traffic. Large numbers of this datagram type onthe network are indicative of network difficulties or may be indicative ofhostile actions. If no network problems can be identified to account for thetraffic prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2007:ICMP Timestamp Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 13 (Timestamp Request). ICMP Timestamp Requests could be used to perform reconnaissance sweeps of networks. No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues theTimestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but isuncommon on most networks. Suspicion should be raised when a large number ofthese packets are found on the network. If no legitimate reason for thistrffic can be identified prudent security practices would suggest that thesource be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2008:ICMP Timestamp Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the type field in the ICMP header set to 14 (Timestamp Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Timestamp Request/Reply pair can be used to synchronize system clocks on the network. The requesting system issues theTimestamp Request bound for a destination, the destination system responds with a Timestamp Reply message. This is normal network traffic, but isuncommon on most networks. Suspicion should be raised when a large number ofthese packets are found on the network. If no legitimate reason for thistrffic can be identified prudent security practices would suggest that thesource be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2009:ICMP Information Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 15 (Information Request).

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2010:ICMP Information Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 16 (ICMP Information Reply). No known exploit exists.

**Recommended Action** This datagram type is obsolete and should not be encountered. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2011:ICMP Address Mask Request - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 17 (Address Mask Request). ICMP Address Mask Requests could be used to perform reconnaissance sweeps of networks.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2012:ICMP Address Mask Reply - from %i to %i

**Explanation** Triggers when a IP datagram is received with the "protocol" field of the IP header set to 1 (ICMP) and the "type" field in the ICMP header set to 18 (Address Mask Reply). No known exploits incorporate this option.

**Recommended Action** The ICMP Address Mask Request/Reply pair can be used to determine the subnet mask used on the network. The requesting system issues the Address Mask Request bound for a destination, the destination system responds with an Address Mask Reply message. This is normal network traffic, but is uncommon on most networks. Suspicion should be raised when a large number of these packets are found on the network. If no legitimate reason for this traffic can be identified prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2150:Fragmented ICMP Traffic - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP) and either the more fragments flag is set to 1 (ICMP) or there is an offset indicated in the offset field.

**Recommended Action** IP datagrams may be fragmented normally as they are transported across the network, but ICMP is rarely fragmented. The traffic should be investigated. If no legitimate reason for the fragmentation can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2151:Large ICMP Traffic - from %i to %i

**Explanation** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation.

**Recommended Action** While it is possible to receive ICMP datagrams that have a size greater than 1024 bytes, this is a highly unusual occurrence that warrants investigation. If no legitimate reason for the large packet size can be found and especially if the packets seem to be originating from a single source, prudent security practices would suggest that the host be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:2154:ICMP Ping of Death Attack - from %i to %i

**Explanation** Triggers when a IP datagram is received with the protocol field of the IP header set to 1 (ICMP), the Last Fragment bit is set, and  $(IP\ offset * 8) + (IP\ data\ length) > 65535$  that is to say, the IP offset (which represents the starting position of this fragment in the original packet, and which is in 8 byte units) plus the rest of the packet is greater than the maximum size for an IP packet. This indicates a denial of service attack.

**Recommended Action** This indicates a denial of service attack. It is likely that the source address has been spoofed making shunning ineffective

**Error Message** %IDS-4-UNAVAILABLE: Sig:3040:TCP - No bits set in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with no bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with no bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3041:TCP - SYN and FIN bits set - from %i to %i

**Explanation** Triggers when a TCP packet is received with both the SYN and FIN bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the SYN and FIN bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3042:TCP - FIN bit with no ACK bit in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with the FIN bit set but with no ACK bit set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the FIN bit set but with no ACK bit set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3050:Half-Open Syn Flood - from %i to %i

**Explanation** Triggers when the number of half-open TCP connections exceeds the high-water mark or the one minute high rate mark

**Recommended Action** There are no known sources that would legitimately generate this traffic pattern. This may be indicative of some type of network problem and should be investigated. To avoid depletion of your network resources it is recommended that the source be shunned during the course of the investigation. If no network problems are discovered prudent security practices would suggest that the source be shunned permanently.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3100:Smil Attack - from %i to %i

**Explanation** Triggers on the very common "smil" attack against e-mail servers. This attack attempts to cause e-mail servers to execute programs on the attacker's behalf.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3101:Sendmail Invalid Recipient - from %i to %i

**Explanation** Triggers on any mail message with a 'pipe' (|) symbol in the recipient field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3102:Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3103:Sendmail Reconnaissance - from %i to %i

**Explanation** Triggers when "expn" or "vrfy" commands are issued to the SMTP port.

**Recommended Action** These commands are commonly used to verify that a user mail account exists on the server or to expand an alias to determine who the actual recipients of a message may be. Users that use the EXPN and VRFY functions for legitimate purposes will trigger this signature. The information that can be obtained is useful, but not dangerous on its own. Monitoring of future traffic for patterns of misuse is recommended.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3104:Archaic Sendmail Attacks - from %i to %i

**Explanation** Triggers when "wiz" or "debug" commands are sent to the SMTP port.

**Recommended Action** There is no reason for this type of traffic to be seen on modern networks. There is little chance that there will be any adverse effects from someone attempting these "old" hacks. Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3105:Sendmail Decode Alias - from %i to %i

**Explanation** Triggers on any mail message with ": decode@" in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

**Recommended Action** The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration. For security purposes this should not be allowed and the service should be disabled. If allowed, users that mail to the alias will trigger this signature. Recommend shunning of hosts that attempt to mail to this alias especially if they are outside of your network.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3106:Excessive Rcpt to: (SPAM) - from %i to %i

**Explanation** Parse for RCPT TO: in header. Alarm on threshold.

**Recommended Action** Some mailing list software may trigger this signature.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3107:Majordomo Execute Attack - from %i to %i

**Explanation** A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

**Recommended Action** Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3150:FTP Remote Command Execution - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SITE command.

**Recommended Action** The FTP Site command allows a user to execute a limited number of commands via the FTP server on the host machine. No authentication is required to execute the command. The commands that may be executed vary from system to system and on many systems the SITE command is not implemented. Recommend that the SITE command be disabled on FTP servers if possible. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3151:FTP SYST Command Attempt - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SYST command.

**Recommended Action** The FTP SYST command returns the type of operating system that the FTP server is running. Authentication is not required to execute this command. SYST provides information that may be used to refine attack methods. FTP from Linux causes SYST signature to fire. Some proxies, such as the TIS Toolkit, issue the SYST command as a matter of course. Running an FTP version with SYST disabled.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3152:FTP CWD ~root - from %i to %i

**Explanation** Triggers when someone tries to execute the CWD ~root command.

**Recommended Action** There is no known reason that this command should ever be executed. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3153:FTP Improper Address Specified - from %i to %i

**Explanation** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Recommended Action** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Error Message** %IDS-4-UNAVAILABLE: Sig:3154:FTP Improper Port Specified - from %i to %i

**Explanation** Triggers if a port command is issued with a data port specified that is 65535.

**Recommended Action** Triggers if a port command is issued with a data port specified that is 65535.

**Error Message** %IDS-4-UNAVAILABLE: Sig:4050:UDP Bomb - from %i to %i

**Explanation** Triggers when the UDP length specified is less than the IP length specified. This malformed packet type is associated with a denial of service attempt.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UNAVAILABLE: Sig:4100:Tftp Passwd File - from %i to %i

**Explanation** Triggered when someone tries to tftp a password file.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6100:RPC Port Registration - from %i to %i

**Explanation** Triggers when attempts are made to register new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6101:RPC Port Unregistration - from %i to %i

**Explanation** Triggers when attempts are made to unregister new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6102:RPC Dump - from %i to %i

**Explanation** Triggers when an RPC dump request is issued to a target host.

**Recommended Action** This is a common procedure performed by many system administrators and wary users to determine which RPC services are being offered. Executing this procedure is most likely due to curiosity on the part of a novice user or a system administrator performing system maintenance. If upon investigation no valid user can be associated with this event, prudent security practices would suggest shunning the source.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6103:Proxied RPC Request - from %i to %i

**Explanation** Triggers when a proxied RPC request is sent to the portmapper of a target host.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6150:RPC ypserv Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP server daemon (ypserv) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6151:RPC ypbind Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP bind daemon (ypbind) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6152:RPC ypbind yppasswdd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP password daemon (yppasswdd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6153:RPC ypupdated Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP update daemon (ypupdated) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6154:RPC ypxfrd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the YP transfer daemon (ypxfrd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6155:RPC mountd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the mount daemon (mountd) port.

**Recommended Action** If this procedure is allowed on your network those users that employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network they should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6175:RPC rexd Portmap Request - from %i to %i

**Explanation** Triggers when a request is made to the portmapper for the remote execution daemon (rex) port. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this procedure is allowed on your network, those users who employ it will trigger the signature. This may be a serious attempt at gaining unauthorized access and if the source of the attempt is not within your network, it should be shunned.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6180:RPC rexd Attempt - from %i to %i

**Explanation** Triggers when a call to the rexd program is made. The remote execution daemon is the server responsible for remote program execution. This may be indicative of an attempt to gain unauthorized access to system resources.

**Recommended Action** If this service is being used legitimately, this alarm will fire. For security purposes, this service really should not be used.

**Error Message** %IDS-4-UNAVAILABLE: Sig:6190:statd Buffer Overflow - from %i to %i

**Explanation** Triggers when a large statd request is sent.

**Recommended Action** You should not see this in legitimate traffic.

**Error Message** %IDS-4-UNAVAILABLE: Sig:8000:FTP Retrieve Password File - from %i to %i

**Explanation** Triggers on string "passwd" issued during an FTP session.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-RPC\_UNSET\_REQUEST: Sig:6101:RPC Port Unregistration - from %i to %i

**Explanation** Triggers when attempts are made to unregister new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-RPC\_UNSET\_REQUEST: Sig:6101:RPC Port Unregistration - from %i to %i

**Explanation** Triggers when attempts are made to unregister new RPC services on a target host.

**Recommended Action** No benign triggers exist for this signature. Prudent security practices suggest that the source of this attempt should be shunned.

**Error Message** %IDS-4-STR\_MATCH\_SIG: Sig:8000:FTP Retrieve Password File - from %i to %i

**Explanation** Triggers on string "passwd" issued during an FTP session.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FIN\_ONLY\_SIG: Sig:3042:TCP - FIN bit with no ACK bit in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with the FIN bit set but with no ACK bit set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the FIN bit set but with no ACK bit set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-TCP\_FTP\_CWDROOT\_SIG: Sig:3152:FTP CWD ~root - from %i to %i

**Explanation** Triggers when someone tries to execute the CWD ~root command.

**Recommended Action** There is no known reason that this command should ever be executed. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FTP\_PORT\_BADADDR\_SIG: Sig:3153:FTP Improper Address Specified - from %i to %i

**Explanation** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Recommended Action** Triggers if a port command is issued with an address that is not the same as the requesting host.

**Error Message** %IDS-4-TCP\_FTP\_PORT\_BADPORT\_SIG: Sig:3154:FTP Improper Port Specified - from %i to %i

**Explanation** Triggers if a port command is issued with a data port specified that is <1024 or 65535.

**Recommended Action** Triggers if a port command is issued with a data port specified that is 65535.

**Error Message** %IDS-4-TCP\_FTP\_SITE\_SIG: Sig:3150:FTP Remote Command Execution - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SITE command.

**Recommended Action** The FTP Site command allows a user to execute a limited number of commands via the FTP server on the host machine. No authentication is required to execute the command. The commands that may be executed vary from system to system and on many systems the SITE command is not implemented. Recommend that the SITE command be disabled on FTP servers if possible. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FTP\_SITE\_SIG: Sig:3150:FTP Remote Command Execution - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SITE command.

**Recommended Action** The FTP Site command allows a user to execute a limited number of commands via the FTP server on the host machine. No authentication is required to execute the command. The commands that may be executed vary from system to system and on many systems the SITE command is not implemented. Recommend that the SITE command be disabled on FTP servers if possible. If this signature is triggered from a source outside of your network prudent security practices would suggest that the source be shunned.

**Error Message** %IDS-4-TCP\_FTP\_SYST\_SIG: Sig:3151:FTP SYST Command Attempt - from %i to %i

**Explanation** Triggers when someone tries to execute the FTP SYST command.

**Recommended Action** The FTP SYST command returns the type of operating system that the FTP server is running. Authentication is not required to execute this command. SYST provides information that may be used to refine attack methods. FTP from Linux causes SYST signature to fire. Some proxies, such as the TIS Toolkit, issue the SYST command as a matter of course. Running an FTP version with SYST disabled.

**Error Message** %IDS-4-TCP\_MAJORDOMO\_EXEC\_BUG: Sig:3107:Majordomo Execute Attack - from %i to %i

**Explanation** A bug in the Majordomo program will allow remote users to execute arbitrary commands at the privilege level of the server.

**Recommended Action** Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-TCP\_NO\_FLAGS\_SIG: Sig:3040:TCP - No bits set in flags - from %i to %i

**Explanation** Triggers when a TCP packet is received with no bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with no bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-TCP\_SENDMAIL\_BAD\_FROM\_SIG: Sig:3102:Sendmail Invalid Sender - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the "From:" field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-TCP\_SENDMAIL\_BAD\_TO\_SIG: Sig:3101:Sendmail Invalid Recipient - from %i to %i

**Explanation** Triggers on any mail message with a "pipe" (|) symbol in the recipient field.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-TCP\_SENDMAIL\_BOUNCE\_SIG: Sig:3100:Smail Attack - from %i to %i

**Explanation** Triggers on the very common "smail" attack against e-mail servers. This attack attempts to cause e-mail servers to execute programs on the attacker's behalf.

**Recommended Action** For security reasons users should not be allowed to execute programs via e-mail servers. This is a very serious indication that your network may be under attack and the source should be shunned immediately.

**Error Message** %IDS-4-TCP\_SENDMAIL\_DECODE: Sig:3105:Sendmail Decode Alias - from %i to %i

**Explanation** Triggers on any mail message with ": decode@" in the header. The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration.

**Recommended Action** The decode alias is used to uudecode files and is primarily implemented as a convenience for system administration. For security purposes this should not be allowed and the service should be disabled. If allowed, users that mail to the alias will trigger this signature. Recommend shunning of hosts that attempt to mail to this alias especially if they are outside of your network.

**Error Message** %IDS-4-TCP\_SENDMAIL\_INVALID\_COMMAND: Invalid SMTP command - from %i to %i

**Explanation** Triggers on an invalid SMTP command in the SMTP connection. This message indicates that a suspicious violation was detected that may be an attack to the mail server system.

**Recommended Action** This is unusual traffic and may warrant investigation.

**Error Message** %IDS-4-TCP\_SENDMAIL\_OLD\_SIG: Sig:3104:Archaic Sendmail Attacks - from %i to %i

**Explanation** Triggers when "wiz" or "debug" commands are sent to the SMTP port.

**Recommended Action** There is no reason for this type of traffic to be seen on modern networks. There is little chance that there will be any adverse effects from someone attempting these "old" hacks. Prudent security practices would suggest that the source of this attempt be shunned.

**Error Message** %IDS-4-TCP\_SENDMAIL\_VRFY\_SIG: Sig:3103:Sendmail Reconnaissance - from %i to %i

**Explanation** Triggers when "expn" or "vrfy" commands are issued to the SMTP port.

**Recommended Action** These commands are commonly used to verify that a user mail account exists on the server or to expand an alias to determine who the actual recipients of a message may be. Users that use the EXPN and VRFY functions for legitimate purposes will trigger this signature. The information that can be obtained is useful, but not dangerous on its own. Monitoring of future traffic for patterns of misuse is recommended.

**Error Message** %IDS-4-TCP\_SYN\_ATTACK\_SIG: Sig:3050:Half-Open Syn Flood - from %i to %i

**Explanation** Triggers when the number of half-open TCP connections exceeds the high-water mark or the one minute high rate mark

**Recommended Action** There are no known sources that would legitimately generate his traffic pattern. This may be indicative of some type of network problem and should be investigated. To avoid depletion of your network resources it is recommended that the source be shunned during the course of the investigation. If no network problems are discovered prudent security practices would suggest that the source be shunned permanently.

**Error Message** %IDS-4-TCP\_SYN\_FIN\_SIG: Sig:3041:TCP - SYN and FIN bits set - from %i to %i

**Explanation** Triggers when a TCP packet is received with both the SYN and FIN bits set in the flags field.

**Recommended Action** There is no legitimate use for malformed TCP datagrams. This is unusual traffic and warrants investigation. Hacker tools will generate TCP packets with the SYN and FIN bits set in the flags field in an attempt to elude intrusion detection. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UDP\_BOMB\_SIG: Sig:4050:UDP Bomb - from %i to %i

**Explanation** Triggers when the UDP length specified is less than the IP length specified. This malformed packet type is associated with a denial of service attempt.

**Recommended Action** There is no legitimate use for malformed datagrams. This may be indicative of systems that are experiencing problems with their kernel or NIC cards. This is unusual traffic and warrants investigation. When non-specific network traffic of this type is encountered, the most prudent action from a security perspective is to shun or disallow it. If the source of this traffic is legitimate the user will then identify him or herself.

**Error Message** %IDS-4-UDP\_TFTP\_PASSWD\_SIG: Sig:4100:Tftp Passwd File - from %i to %i

**Explanation** Triggered when someone tries to tftp a password file.

**Recommended Action** System administrators might use this service to update system files. It is a high security risk if this is normal practice and should be avoided. No other benign triggers exist for this signature. If after investigation the alarm was not generated by a system administrator, prudent security practices would suggest that the source be shunned.

## IDTATM25-1

**Error Message** %IDTATM25-1-UNAVAILABLE: IDTATM25(%d/%d), Init failed at %s.

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-1-UNAVAILABLE: IDTATM25(%d/%d), Init failed, CSR%d=0x%04x.

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## IDTATM25-3

**Error Message** %IDTATM25-3-UNAVAILABLE: Device reported %#x

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-3-UNAVAILABLE: IDB= %s, RX lost sync, Interface reset

**Explanation** RX hang

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-3-UNAVAILABLE: IDB= %s, TX hang, Interface reset

**Explanation** TX hang

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-3-UNAVAILABLE: Interface %s, %s not supported

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-3-UNAVAILABLE: Interface %s, Failed to down vc %d (Cause: %s)

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IDTATM25-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s)

**Explanation** The ATM25 network module hardware may be bad

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## IDTATM25-6

**Error Message** %IDTATM25-6-UNAVAILABLE: ATM transmit bandwidth is limited to smallest shaped value.

**Explanation** Any PVC configured with traffic shaping will limit the entire ATM interface to not exceed the bandwidth of any traffic shaped pvc.

## IF Messages

This section contains interface messages.

### IF-2

**Error Message** %IF-2-IDB\_TABLE\_INIT: Malloc failed while initializing idb table

**Explanation** A memory allocation failure occurred while an IDB table was being initialized.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## IF-3

**Error Message** %IF-3-BADMACADDRTYPE: illegal mac address type, [dec]

**Explanation** This is an internal error that was recovered gracefully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IF-4

**Error Message** %IF-4-BACKWARD\_COUNTERS: Corrected for backward [chars] counters ([int] -> [int]) on [chars]

**Explanation** The interface specified in the message has a packet counter that has decreased in number. This condition can occur if a packet is counted and then dropped. This event was detected and corrected.

**Recommended Action** If this condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IF-4-NOBGPROCESS: Network background process not running. [chars]

**Explanation** A process which manages network interface background processing is not yet running, but another system process has tried to send the process a message. An interface on the router may have missed a request to bring itself up.

**Recommended Action** Reset the interface by entering a **shutdown** command followed by a **no shutdown** command.

## IFDAMP Messages

This section contains interface dampening (IFDAMP) messages.

### IFDAMP-5

**Error Message** %IFDAMP-5-ZERODELAY: dampening reuse timer is updated with 0 delay time

**Explanation** An inconsistency was detected in the dampening reuse timer wheel.

**Recommended Action** No action is required.

## IFMGR Messages

This section contains interface manager messages.

### IFMGR-3

**Error Message** %IFMGR-3-BADIFINDEXTABLE: The file nvram:ifIndex-table is corrupt.

**Explanation** The file is not in the expected format.

**Recommended Action** If possible, delete the file. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-DUP\_IFINDEX: Duplicate ifIndex (%d) found for ifDescr

**Explanation** Two interfaces have the same interface index in the interface manager assigned list. The second interface registered with the interface manager will be assigned a new index.

**Recommended Action** If interface index persistence is not required, then no action is required. Otherwise, reload the router with the proper interface index table and image. If the error message only appears from the standby route processor (RP), reload the standby RP.

**Error Message** %IFMGR-3-IFDB: IF manager interface database [chars] failure- [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-IFINDEX\_PERSIST\_ENTRY\_CORRUPT: [chars] seems to be corrupted. Trying to read [dec] size

**Explanation** The ifIndex table is corrupted.

**Recommended Action** Delete the ifindex table.

**Error Message** %IFMGR-3-INVALID\_PERSISTENT\_DATA: Invalid persistent data

**Explanation** An attempt was made to write invalid persistent data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-NOIMACP: IF manager control process failed to start

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-NOVECTOR: Interface manager failed to allocate IF vector.  
size %d

**Explanation** The interface vector could not be allocated with the number of elements required, either initially or by a resize operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-VECTOREXD: IF manager attempted to use interface [dec]  
outside vector range.

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-VECTORIFSUSPECT: IF manager added interface %d which is  
unexpectedly large.

**Explanation** The ifIndex allocation scheme is trying to add an ifIndex value much larger than the former greatest ifIndex value in the DB. It should assign sequential ifIndex values.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-3-VECTORPOSUSED: IF manager attempted to add interface [dec] which was already added.

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IFMGR-4

**Error Message** %IFMGR-4-NOIFINDEX: All SNMP if indices are exhausted

**Explanation** All SNMP MIB indexes have been exhausted. Interfaces will not be able to obtain an interface index that they can use to register with the interface MIB.

**Recommended Action** Attempt a system reload. If the problem persists after the system reload, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-4-NOSYNC: ifIndex not being synced between active and standby

**Explanation** When the standby module comes up, the tuple of ifIndex and ifDescr is synchronized so that interfaces get the same ifIndex when they come up. This error happens when the interface does not get the ifIndex for the given ifDescr.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-4-STACK\_RELATIONSHIP\_ADD\_ERROR: [chars]: Request for creating invalid stack relationship [dec], [dec]

**Explanation** The IF MGR received the call to add invalid stack relationship. The higher and lower ifIndex are shown in the message. The module of the IF MGR from which this message is generated is also shown in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IFMGR-4-VECTORIFSUSPECT: IF manager added interface [dec] which is unexpectedly large.

**Explanation** The ifIndex allocation scheme gives out sequential ifIndex values. This message comes from the IF-MGR DB when it is trying to add an ifIndex value much larger than the former greatest ifIndex value in the DB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IFMGR-7

**Error Message** %IFMGR-7-NO\_IFINDEX\_FILE: Unable to open [chars] [chars]

**Explanation** This is an informational message. This means the system found no saved ifIndex information, and ifIndex is not persisted across reboots. The ifIndices will be reassigned.

**Recommended Action** 1. No Action, if 'snmp-server ifIndex persist' is not configured. 2. If 'snmp-server ifindex persist' is configured then copy the error message exactly as it appears, and report it to your technical support representative.

# IFS Messages

This section contains Cisco IOS file system messages.

## IFS-3

**Error Message** %IFS-3-UNAVAILABLE: '%s' file system missing required functions, not created

**Explanation** Some file systems require a certain set of function to be present in order to be usable. This file system does not support all the mandatory functionality.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %IFS-3-UNAVAILABLE: Data does not match expected internal representation

**Explanation** A mismatch exists between the representation of data extracted from the filesystem and the expectation of its formatting. This may occur when running in a dual-RP environment, with different IOS versions running on the two RPs.

**Recommended Action** Ensure both RPs are running the IOS same version, if running in a dual-RP environment. If not, call your technical support representative for assistance.

**Error Message** %IFS-3-UNAVAILABLE: Failed to add %s, filesystem prefix exists

**Explanation** A file system could not be added because another file system exists with the same name.

**Recommended Action** Contact your technical support representative.

**Error Message** %IFS-3-UNAVAILABLE: Failed to add %s, maximum filesystems %d

**Explanation** The router has reached the maximum number of file systems that can be supported at one time.

**Recommended Action** Contact your technical support representative.

**Error Message** %IFS-3-UNAVAILABLE: Failed to create %s file system, %s

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %IFS-3-UNAVAILABLE: Failed to create %s simple file system, %s

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative for assistance.

## IFS-4

**Error Message** %IFS-4-UNAVAILABLE: Failed to open %s, maximum open files %d)

**Explanation** The router has reached the maximum number of files that may be open at one time.

**Recommended Action** Close some files and try again. If this messages recurs, contact your technical support representative.

## IGMP Messages

This section contains Internet Group Management Protocol (IGMP) messages.

### IGMP-3

**Error Message** %IGMP-3-NO\_DNS\_SERVER: No DNS server is configured. DNS-based SSM mapping should be disabled if no DNS server is configured.

**Explanation** No domain name service (DNS) server is present. Processing of Internet Group Management Protocol (IGMP) packets may be delayed if the DNS lookup is done continuously.

**Recommended Action** Disable DNS-based source specific multicast (SSM) mapping if no DNS server is present in the network.

**Error Message** %IGMP-3-QUERY\_INT\_MISMATCH: Received a non-matching query interval %d, from querier address %i

**Explanation** An IGMP version mismatch was detected between routers.

**Recommended Action** Configure both interfaces with the same IGMP version.

## IGMP-6

**Error Message** %IGMP-6-IGMP\_CHANNEL\_LIMIT: IGMP limit exceeded for channel (%i, %i) on %s by host %i

**Explanation** The allowed number of IGMP joiners reached the configured limit. New joiners cannot be allowed unless the configuration is changed.

**Recommended Action** Enter the global or interface **ip igmp limit** command to adjust the allowed number of IGMP joiners. If the exceeding of current limits was unexpected, find the IP address of the denied host in the system log.

**Error Message** %IGMP-6-IGMP\_GROUP\_LIMIT: IGMP limit exceeded for group (\*, %i) on %s by host %i

**Explanation** The allowed number of IGMP joiners has exceeded the configured limit. New joiners cannot be allowed unless the configuration is changed.

**Recommended Action** Enter the global or interface **ip igmp limit** command to adjust the allowed number of IGMP joiners. If the exceeding of current limits was unexpected, find the IP address of the denied host in the system log.

## ILACC Messages

This section contains the initial messages.

### ILACC-1

**Error Message** %ILACC-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %ILACC-1-UNAVAILABLE: msgtxt\_memoryerror

**Explanation** An Ethernet interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

## ILACC-3

**Error Message** %ILACC-3-UNAVAILABLE: Unit %d, spurious IDON interrupt, csr%d=0x%04x

**Explanation** An Ethernet interface generated a spurious Initialization Done interrupt.

**Recommended Action** Repair or replace the controller.

**Error Message** %ILACC-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

**Recommended Action** A small number of underflows might not be a cause for concern. You can monitor underflows with the **show interface** command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

**Error Message** %ILACC-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %ILACC-3-UNAVAILABLE: msgtxt\_ownererror

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## ILACC-4

**Error Message** %ILACC-4-UNAVAILABLE: Unit %d, babble error, csr0 = 0x%x

**Explanation** An Ethernet interface is malfunctioning.

**Recommended Action** Determine whether the malfunction stems from a software or hardware error by turning off all fast switching. Error messages showing that the packet is too large for the link indicate a software error at a high level. Copy the error message exactly as it appears, and report it to your technical support representative. Receiving no error messages indicates a hardware error. Repair or replace the controller.

## ILACC-5

**Error Message** %ILACC-5-UNAVAILABLE: Unit %d, excessive collisions. TDR=%d

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The time delay reflectometer (TDR) counter is an internal ILACC counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

**Error Message** %ILACC-5-UNAVAILABLE: Unit %d, late collision error

**Explanation** An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

**Recommended Action** Repair or replace the controller.

**Error Message** %ILACC-5-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or faulty.

**Recommended Action** Repair or replace the controller.

## ILPOWER Messages

This section contains inline power messages.

## ILPOWER-3

**Error Message** %ILPOWER-3-CONTROLLER\_ERR: Controller error, Controller number [dec]: [chars]

**Explanation** An error involving the inline power controller has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ILPOWER-3-CONTROLLER\_IF\_ERR: Controller interface error, [chars]: [chars]

**Explanation** An interface error has been detected between the inline power controller and the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ILPOWER-3-CONTROLLER\_PORT\_ERR: Controller port error, Interface [chars]: [chars]

**Explanation** A port error has been reported by the inline power controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ILPOWER-3-ILPOWER\_INTERNAL\_IF\_ERROR: Inline Power internal error, interface %s: %s

**Explanation** A software sanity check failed in the course of Inline Power processing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ILPOWER-5

**Error Message** %ILPOWER-5-AC\_DISCONNECT: Interface [chars]: AC disconnect

**Explanation** The AC power has been disconnected.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-DC\_DISCONNECT: Interface [chars]: DC disconnect

**Explanation** The DC power has been disconnected.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-ILPOWER\_MISCONFIG: Interface [chars] is denied power as it requires more power than configured maximum wattage([dec]).

**Explanation** The interface is denied power as it requires more power than the configured maximum wattage.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-ILPOWER\_NOPOWER\_AVAIL: Interface [chars] is denied power because either the system ran out of power or module limit reached.

**Explanation** There is not enough power left in the system to supply to the interface specified in the error message.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-ILPOWER\_POWEROVERDRAWN: Interface [chars] is shutdown as it is consuming more power ([dec]) than the configured maximum value ([dec]).

**Explanation** The specified interface is shut down because it is consuming more power than the configured maximum value.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-LINKDOWN\_DISCONNECT: Interface [chars]: Link down disconnect

**Explanation** A link has been disconnected.

**Recommended Action** No action is required.

**Error Message** %ILPOWER-5-POWER\_GRANTED: Interface [chars]: Power granted

**Explanation** Power has been granted for the interface specified.

**Recommended Action** No action is required.

## ILPOWER-7

**Error Message** %ILPOWER-7-DETECT: Interface [chars]: Power Device detected: [chars]

**Explanation** A power device has been detected.

**Recommended Action** No action is required.

## ILPOWER\_RF Messages

This section contains inline power redundancy facility (RF) messages.

### ILPOWER\_RF-3

**Error Message** %ILPOWER\_RF-3-CREATE\_PROCESS: Inline power RF client failed to create %s process

**Explanation** The inline power redundancy facility (RF) client could not create a process. This condition will cause bulk synchronization to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# IMAGEMGR Messages

This section contains image manager messages.

## IMA-1

**Error Message** %IMA-1-UNAVAILABLE: Command opcode %#x on channel %d on slot %d was rejected.

**Explanation** The IMA firmware has rejected the command because of the current protocol state of the interface, or the opcode is undefined.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: Delaying activation of %s until a currently active interface is shutdown.

**Explanation** The IMA network module cannot only support up to 4 activate interfaces at one time. Once more that 4 are no shutdown, each interface will wait for an existing interface to be shutdown before becoming activated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: Download of %s to failed to at %#x on IMA Network Module in slot %d.

**Explanation** An error occurred during the download of firmware to the IMA NM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: FPGA Download on module in slot %d failed.

**Explanation** An error occurred during the download of the FPGA on the IMA NM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: Module in slot %d had a shared memory error.

**Explanation** Memory on the NM failed power-on diagnostic check.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: Network processor on module in slot %d failed to come up.

**Explanation** An error occurred during reset of the IMA NM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: Previous process %d never received mail response from slot %d.

**Explanation** The previous requesting process was terminated before receiving a mail reply.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: The IMA Network Module in slot %d is incompatible with the PCMCIA controller in the router.

**Explanation** The PCMCIA controller is down level.

**Recommended Action** Copy the error message exactly as it appears, and contact your technical support representative for upgrade information.

**Error Message** %IMA-1-UNAVAILABLE: The Network Module in slot %d did not initialize.

**Explanation** The Network Module has failed its initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: The Network Module in slot %d reports an invalid %s device id of %#x.

**Explanation** The IMA network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: The mailbox for channel %d on IMA Network Module in slot %d is completely full. Message %d was dropped.

**Explanation** The IMA NM mailboxes are full and cannot accept any more requests.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMA-1-UNAVAILABLE: Timed out waiting for a response to command %#x from slot %d.

**Explanation** The IMA NM failed to respond with the requested information. Information to be displayed by requesting exec command or SNMP manager is incomplete. This is an extremely rare event and should only happen under severe system load.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IMA-4

**Error Message** %IMA-4-UNAVAILABLE: Link %d will become the common transmit clock once it is added to group %s

**Explanation** The link configured as the common transmit clock is not a member of the group, so it cannot provide the clock. The group will use a common transmit clock that is automatically chosen from one of the other active links.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %IMA-4-UNAVAILABLE: Link %d will initiate the test pattern procedure once its added to group %s.

**Explanation** The link chosen to transmit the test pattern is not a member of the group, thereby preventing the transmission of the test pattern.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %IMA-4-UNAVAILABLE: Stopping test pattern procedure on group %s.

**Explanation** The link transmitting the test pattern has been removed from the group, thereby stopping the transmission of the test pattern.

**Recommended Action** LOG\_STD\_NO\_ACTION

## IMA-5

**Error Message** %IMA-5-UNAVAILABLE: %s is using channel %d but has no configured links.

**Explanation** The IMA interface has been configured Up but has no link members. It cannot become active until active links are added to the group.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %IMA-5-UNAVAILABLE: IMA Group %s now has %d active links, active link bitmap is %#x.

**Explanation** Active Links were added or removed from the Group, changing its bandwidth.

**Recommended Action** LOG\_STD\_NO\_ACTION

## IMAGEMGR-6

**Error Message** %IMAGEMGR-6-AUTO\_ADVICE\_SW: [chars]

**Explanation** A line of output from the auto-advise-software process is being displayed.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_ADVICE\_SW\_INITIATED: Auto-advise-software process initiated for switch number(s) [chars]

**Explanation** Systems with incompatible software have been detected in the stack. The stack will now determine whether or not software is available to be copied to the incompatible systems, and if so, advise the user how to copy it. Otherwise, the system lets the user know that the software on the stack needs to be updated.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_COPY\_SW: [chars]

**Explanation** A line of output from the auto-copy-software process is being displayed.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_COPY\_SW\_INITIATED: Auto-copy-software process initiated for switch number(s) [chars]

**Explanation** Systems with incompatible software have been detected in the stack. The stack determines whether or not software is available to be copied to the incompatible systems, and whether or not it is appropriate to copy the software automatically.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_DOWNLOAD\_SW: [chars]

**Explanation** A line of output from the automatic software download process is being displayed.

**Recommended Action** No action is required.

**Error Message** %IMAGEMGR-6-AUTO\_DOWNLOAD\_SW\_INITIATED: Auto-download-software process initiated for switch number(s) [chars]

**Explanation** Systems with incompatible software have been detected in the stack. The stack attempts to download software from a previously configured location, and install it to make the systems compatible.

**Recommended Action** No action is required.

## IMAGE\_SIMFS Messages

This section contains In-Memory System Image File System messages.

### IMAGE\_SIMFS-3

**Error Message** %IMAGE\_SIMFS-3-NOPROCESS: Failure spawning Memory Reclaim process

**Explanation** The creation of an Cisco IOS process to compact memory previously held by in-memory image files has failed, probably due to a software defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IMAGE\_VFS Messages

This section contains Image Virtual File System messages.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: %s image checksum mismatch.

**Explanation** The checksum of the image in memory is different from the expected checksum

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: Failed to locate all the Image files, on bootup

**Explanation** The relevant image file is missing or it couldn't be extracted(due to corruption), or the router has insufficient memory to load the entire image

**Recommended Action** If the TAR file is part of a system image, enter the **show image contents file archive-name**, where *archive-name* is the name of the archive. Enter the **show region** and **show version** commands. Open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: Failed to open %s, which was loaded from archive %s

**Explanation** The relevant image file is missing or it could not be extracted (due to corruption), or the Archive itself is missing (In case of Flash based access)

**Recommended Action** If the file is not in memory, check the archive file. If the file is a TAR archive file and not part of a system software image, enter the **archive tar table** *archive-name* command, where *archive-name* is the name of the TAR archive. If the TAR file is part of a system image, enter the **show image contents file** *archive-name*, where *archive-name* is the name of the archive. Enter the **dir all** and **show version** commands. Open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: Failure spawning No Cache process

**Explanation** The creation of an IOS process to delete in-memory Image files failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IMAGE\_VFS-3-UNAVAILABLE: archive verification failed for file %s & archive %s.

**Explanation** The archive in the local device is different from the version whose image file has been loaded into memory. This can happen if the archive was deleted from the local device &/or replaced by another file of the same name

**Recommended Action** Check whether the archive file is complete and uncorrupted. Also check if the size of the archive & the last modification time (if available) is what you expect it to be. Enter the **dir all** and **show version** commands.

# INBAND Messages

This section contains inband management messages.

## INBAND-3

**Error Message** %INBAND-3-BAD\_PAK: Possibly un-encapsulated packet passed to Mistral:  
int [chars] type [int] stat [hex] flags [hex] size [dec] offset [dec] requeue\_token  
[int] r1 [int] r2 [int] total detected [int]

**Explanation** There is a badly encapsulated packet from the process level.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INBAND-3-INVALID\_SEND: Invalid send operation (packet on [chars])

**Explanation** An internal error caused illegal call to device driver: normal operation continues.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %INBAND-3-NO\_BUFFER\_POOLS: Initialization of private buffer pools failed

**Explanation** Private buffer pools were not created for etsec ibc.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %INBAND-3-TOOBIG: An attempt made to send giant packet on [chars] ([dec] bytes from [hex], max allowed [dec])

**Explanation** An attempt was made to send an oversized packet.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## INBAND-6

**Error Message** %INBAND-6-UNAVAILABLE: Bad idb for vector %s: %s vlan %d total %d

**Explanation** Bad idb returned from get\_l3\_swidb

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INBAND\_or\_EOBC-3

**Error Message** %INBAND\_or\_EOBC-3-UNAVAILABLE: Invalid send operation (packet on %s)

**Explanation** Internal error caused illegal call to device driver:normal operation continues

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INDXOBJ-3

**Error Message** %INDXOBJ-3-UNAVAILABLE: index object routine %s called from interrupt context

**Explanation** inappropriate index object routine called from interrupt routine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTERFACE\_API Messages

This section contains binary API for the interface descriptor block messages.

### INTERFACE\_API-1

**Error Message** %INTERFACE\_API-1-NOMOREHWIDBNUMBERS: No more hardware IDB numbers can be issued. The maximum allowed numbers, [dec], has been reached for this platform.

**Explanation** No more hardware IDB numbers can be issued. The maximum allowed number has been reached for this platform.

**Recommended Action** In addition to the following, copy the information from the **show idb** command output. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-1-NOMORESUIDBNUMBERS: No more software IDB numbers can be issued. The maximum allowed numbers, [dec], has been reached for this platform.

**Explanation** No more software IDB numbers can be issued. The maximum allowed number has been reached for this platform.

**Recommended Action** In addition to the following, copy the information from the **show idb** command output. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTERFACE\_API-3

**Error Message** %INTERFACE\_API-3-CANNOTGETMTU: Error [dec] received while getting MTU: [chars]. Using default [int]

**Explanation** A software error has occurred while attempting to retrieve the MTU value from the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-3-IFNUMTOIDBERROR: Error occurred while using the ifnum to idb table for interface [chars], if number [dec], during [chars]

**Explanation** A software error has occurred. An operation on the interface number to the IDB mapping table could not be performed successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-3-INVALIDSUBBLOCKPARAMETERS: Invalid subblock parameters for [chars] were supplied.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-3-NOADDSUBBLOCK: The [chars] subblock named [chars] was not added to [chars]

**Explanation** A software error has occurred. IDB subblocks could not be added.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-3-SUBNUMDBERR: subnum [hex] error in [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTERFACE\_API-4

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: %s may not be referencing the correct swidb

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: A error occurred while using the Index Table utility for %s.

**Explanation** A software error has occurred; this message is displayed when an Index table feature could not be used successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: Function %s detected an invalid %s pointer of %08lX, ignoring

**Explanation** A software error has occurred, this message is displayed when an invalid pointer is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: pak-if\_input is not initialized

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTERFACE\_API-4-UNAVAILABLE: pak-if\_output is not initialized

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTF\_SYNC-2

**Error Message** %INTF\_SYNC-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the Interface Sync RF subsystem

**Recommended Action** Check for sufficient processor memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTF\_SYNC-3

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTF\_SYNC-3-UNAVAILABLE: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTF\_SYNC-5

**Error Message** %INTF\_SYNC-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## INTR\_MGR Messages

This section contains interrupt manager messages.

**Error Message** %INTR\_MGR-3-BURST: [chars] [chars] [[dec]]

**Explanation** A burst of hardware interrupts of the specified type has occurred.

**Recommended Action** The message text on the console or in the system log provides more information on the specific cause of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTR\_MGR-3-INTR: [chars] [chars]

**Explanation** The specified interrupt event has been detected.

**Recommended Action** The message text on the console or in the system log provides more information on the specific cause of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %INTR\_MGR-3-MAXBURST: [chars] [chars] [[dec]]

**Explanation** The specified hardware interrupt has exceeded the maximum allowed number of bursts.

**Recommended Action** The message text on the console or in the system log provides more information on the specific cause of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IOCARD-3

**Error Message** %IOCARD-3-UNAVAILABLE: %s in slot%d is not supported on %s chassis

**Explanation** The software identified and disabled the FE on the I/O card

**Recommended Action** No action required.

**Error Message** %IOCARD-3-UNAVAILABLE: IO card discovered in non-zero slot %d

**Explanation** An IO card was detected in a non-zero slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IOS\_LICENSE-2

**Error Message** %IOS\_LICENSE-2-UNAVAILABLE: No memory available for %s

**Explanation** The Ios licensing subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt.

**Error Message** %IOS\_LICENSE-2-UNAVAILABLE: No valid license available to run any feature

**Explanation** The Ios licensing subsystem could not get a valid license to run any feature on the box, please purchase a license.

**Recommended Action** Purchase a valid license to run the features you require on the box. You should contact the cisco portal or a TAC engineer to get a license. You can do a **show license** at the privileged command line prompt to get the list of available feature in the box

## IOS\_LICENSE-3

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem failed to create a process/watched boolean etc to watch request from the remote show subsys license commands

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: %s failed

**Explanation** The rttys calls in the Ios licensing subsystem failed for some reason, please capture the error msg and forward it to the appropriate licensing component

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: %s failed with an error = %s

**Explanation** The ipc calls in the Ios licensing subsystem failed for some reason, please capture the error msg and forward it to the appropriate licensing component

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE-3-UNAVAILABLE: an unknown message type was received, dropping it, msg\_type = %d

**Explanation** Ios licensing subsystem received a msg type which it does not recognizes or support

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component.

## IOS\_LICENSE\_IMAGE\_APPLICATION-3

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-3-UNAVAILABLE: %s

**Explanation** The ios image licensing subsystem received an event for an unknown version of a feature

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-3-UNAVAILABLE: %s

**Explanation** The ios image licensing subsystem received an event which it does not understand or recognizes

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem failed to create a process/watched boolean etc to watch request from the remote show subsys license commands

**Recommended Action** please capture the error msg and forward it to the appropriate licensing component

## IOS\_LICENSE\_IMAGE\_APPLICATION-6

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: %s %s.

**Explanation** There is no valid license available on the box and we are running on a default feature

**Recommended Action** please purchase a license to activate required features

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: EULA must be accepted for license level = %s

**Explanation** This is an informational message to inform user that the user needs to reissue the command from an interactive terminal

**Recommended Action** This is an informational message, no action is required

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: Module name = %s Next reboot level = %s and License = %s

**Explanation** This is an informational message to display the change in the next reboot license level

**Recommended Action** This is an informational message, no action is required

**Error Message** %IOS\_LICENSE\_IMAGE\_APPLICATION-6-UNAVAILABLE: Please issue 'license boot' config command to make extension license (%s) available for use.

**Explanation** This is an informational message to info user that to make extension license available to support image level, licensing image level needs to be configured

**Recommended Action** This is an informational message, no action is required

# IP Messages

This section contains Internet Protocol (IP) messages.

## IP-3

**Error Message** %IP-3-LOOPPAK: Looping packet detected and dropped src=[IP\_address], dst=[IP\_address], hl=[int], tl=[int], prot=[int], port=[int], dport=[int] in=[chars], nexthop=[IP\_address], out=[chars] options=[chars]

**Explanation** A looping packet was detected. A common cause is a misconfiguration of an IP helper address. The helper address should be the same address as that of the server of the intended service. Putting the address of the router in the helper address causes a routing loop to be created.

**Recommended Action** To resolve this issue, analyze the source and destination address of the looped packets. Verify that the configuration of IP helper addresses in the switch correctly point to the right device (for example the DHCP server, the DNS server, or WINS server).

**Error Message** %IP-3-MAXIRDP: Attempt to send IRDP to proxies exceeding configurable limit: [dec], interface: [chars], secondary = [dec], proxy = [dec]

**Explanation** The sum of configured secondary addresses and configured proxy addresses exceeds the number of total addresses that the IRDP can support in its implementation.

**Recommended Action** Reduce the number of either the secondary IP addresses or proxy addresses configured for the interface.

**Error Message** %IP-3-NOOUTINTF: Output interface not available. source address: [IP\_address], destination address: [IP\_address], routing type: [int]

**Explanation** The output interface for this packet is not set.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IP-4

**Error Message** %IP-4-UNAVAILABLE: Bad IP address and mask %i%m in class\_resolve()

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP-4-UNAVAILABLE: Duplicate address %i on %s, sourced by %e

**Explanation** Another system is using your IP address.

**Recommended Action** Change the IP address of one of the two systems.

**Error Message** %IP-4-UNAVAILABLE: IP unicast reverse-path check disabled on %s

**Explanation** The IP verify unicast reverse-path feature was disabled because CEF was disabled (either through configuration or due to an internal error).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP-4-UNAVAILABLE: Zero MAC address for %i in ARP cache

**Explanation** An entry in the ARP cache have a NULL MAC address

**Recommended Action** If this message recurs, call your technical support representative for assistance.

## IP-5

**Error Message** %IP-5-UNAVAILABLE: %s

**Explanation** Error occurred in IP access checks.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP-5-UNAVAILABLE: %s

**Explanation** Error occurred in intialisation of TURBOACL.

**Recommended Action** Show process. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP-5-UNAVAILABLE: Attempting web install from host %i

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IP-5-UNAVAILABLE: Selected IP address %i

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP-5-UNAVAILABLE: Sending DNS response to %i (request was for %i)

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP-5-UNAVAILABLE: Terminating DNS process

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IP-6

**Error Message** %IP-6-L2MCASTDROP: Layer 2 Multicast packet detected and dropped, src=[IP\_address], dst=[IP\_address]

**Explanation** Layer 2 Multicast packet with Layer3 Unicast Destination was dropped.

**Recommended Action** No action is required.

**Error Message** %IP-6-PHYBCASTDROP: Physical broadcast packet detected and dropped, src=[IP\_address], dst=[IP\_address]

**Explanation** Layer 2 Broadcast packet with Layer3 Unicast Destination was dropped.

**Recommended Action** No action is required.

## IPA-3

**Error Message** %IPA-3-UNAVAILABLE: %s: invalid mailbox command: %02X

**Explanation** A subsystem attempted to register a mailbox command that is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPA-3-UNAVAILABLE: %s: unknown mailbox command: %02X %02X %02X %02X

**Explanation** The channel port adapter sent a mailbox command that the driver did not expect. This may occur if there is a version mismatch between the system image and the microcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPA-3-UNAVAILABLE: Port IO %s process terminating.

**Explanation** Unexpected termination of a port io process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPA-3-UNAVAILABLE: bay [%s] mailbox response timed out after (%u + %u) usecs, mbx=%08X

**Explanation** A mailbox command sent from driver to the channel port adapter never completed within the expected time limit. As a result of this error, the channel port adapter driver will reset the port adapter and reload microcode to it.

**Recommended Action** The reset and reload rectified the problem. If that did not occur, then try the **microcode reload** operation again. If the error still occurs, record the output from the following commands:

- **show tech**
- **dir slot0:**
- **dir slot1:**
- **show log**

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPA-3-UNAVAILABLE: bay [%u] failed to establish %s connection (%04X)

**Explanation** An attempt to establish the console or debugger connection with the channel port adapter failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# IPACCESS Messages

This section contains IP security messages.

## IPACCESS-2

**Error Message** %IPACCESS-2-NOMEMORY: Alloc fail for acl-config buffer. Disabling distributed mode on lc

**Explanation** Unable to malloc a buffer to send access-list configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

**Error Message** %IPACCESS-2-UNAVAILABLE: Alloc fail for acl-config buffer. Disabling distributed mode on lc

**Explanation** Unable to malloc a buffer to send access-list configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

**Error Message** %IPACCESS-2-UNAVAILABLE: Incorrect length acl ipc xdr of type=%s len=%d received

**Explanation** Received an acl message of the wrong size for that type

**Recommended Action** Report this error message, to your tech support representative.

**Error Message** %IPACCESS-2-UNAVAILABLE: Invalid request to allocate chunk of size %d

**Explanation** We only allow acl chunks of max size IPACCESS\_LARGE\_CHUNK\_SZ

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPACCESS-4

**Error Message** %IPACCESS-4-INVALIDACL: Invalid ACL field: [chars] is [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPC Messages

This section contains InterProcessor Communication (IPC) messages.

### IPC-2

**Error Message** %IPC-2-UNAVAILABLE: %s: Cannot send IPC message from 0x%x to 0x%x:  
info 0x%x

**Explanation** An error occurred when sending IPC message

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: Bad refcount in %s, ptr=%x, count=%d

**Explanation** A reference count is used to track the usage of IPC messages. A function increments the count when it begins to use a message and decrements it when it finishes. When the count becomes zero, the data structure is freed. This message indicates that when the count was accessed, it was found to be zero or negative.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: Boolean NULL in IPC message: %x.

**Explanation** A watched boolean that was allocated while sending the message is found to be NULL, when an ACK arrived.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: IPC port pre-closure overflow : 0x%x : 0x%x

**Explanation** An application attempts to close an ipc port when there are messages pending in retransmit queue and ipc defer table overflows.

**Recommended Action** Show ipc ports open. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: IPC test: %s

**Explanation** The IPC test routines.

**Recommended Action** IPC test only - no action required.

**Error Message** %IPC-2-UNAVAILABLE: Invalid IPC Zone 0x%x.

**Explanation** Some operation is attempted on a zone ID not known to IPC

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: Invalid operation at interrupt level: %s %x

**Explanation** Debug Message. An IPC application has attempted an IPC action which has been prohibited from being performed at the interrupt level.

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: Lock done a deleted element 0x%x

**Explanation** An internal inconsistency was found in some IPC data structures.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: Message for %x.%x has no receive queue or dispatch routine

**Explanation** The IPC user failed to provide any means of handling the received message.

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: No handler for ACK with data for port %x.

**Explanation** The IPC receiver appended data to an ACK. But at the sender, there is no corresponding ACK handler.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-2-UNAVAILABLE: No memory available for %s

**Explanation** The IPC protocol subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt. To display IPC usage enter **show ipc queue** at the prompt

**Error Message** %IPC-2-UNAVAILABLE: Unlock done on already unlocked element 0x%x

**Explanation** An internal inconsistency was found in some IPC data structures.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPC-3

**Error Message** %IPC-3-INVALID\_PORT\_INFO: Invalid port\_info in the retry queue message - SRC\_PORT = [hex], DEST\_PORT = [hex], MSG\_TYPE = [hex]

**Explanation** The IPC protocol subsystem detected that the port information is inconsistent. The port information is probably already freed by the application.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech ipc** command from the master and the slave, to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-3-ISSU\_API\_ERR: [chars] failed with error code [dec]

**Explanation** An ISSU API could not perform an operation for the IPC layer. The message text includes the error code from ISSU library.

**Recommended Action** Enter the **show issu client** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-3-ISSU\_ERROR: [chars] failed with error code [dec] for seat [hex]

**Explanation** An ISSU API could not perform an operation for the IPC layer. The message text includes the error code from ISSU library.

**Recommended Action** Enter the **show issu fsm** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will

supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPC-4

**Error Message** %IPC-4-MSGMAXTIMEOUT: Invalid maximum timeout value [dec] seconds; Period - [dec]; Retries - [dec]

**Explanation** The maximum message timeout for an IPC message exceeds 2 minutes.

**Recommended Action** Enter the **show version** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-4-NOPORT: Port Not Found. [hex] --> [hex], Index:[hex], Seq: [dec], flags: [hex], size: [dec]

**Explanation** IPC received a message which is destined for a port that cannot be found by IPC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status**, **show ipc ports**, and **debug ipc errors** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-4-UNAVAILABLE: Failed for message size %d

**Explanation** System unable to allocate IPC message of required size.

**Recommended Action** If this error message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative with the gathered information. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt. To display IPC usage enter **show ipc queue** at the prompt

**Error Message** %IPC-4-UNAVAILABLE: Invalid maximum timeout value %d seconds; Period - %d; Retries - %d

**Explanation** The maximum message timeout for an IPC message exceeds 2 minutes

**Recommended Action** Capture 'sh version' and contact TAC

**Error Message** %IPC-4-UNAVAILABLE: Port Not Found. %x -- %x, Index:%x, Seq: %d, flags: %x, size: %d

**Explanation** IPC Received a message which is destined for a port that cannot be found by IPC

**Recommended Action** Capture 'sh ipc status', 'sh ipc ports' and 'deb ipc errors' outputs and contact TAC

## IPC-5

**Error Message** %IPC-5-UNAVAILABLE: %d messages pending in %s for the port %s(%x.%x) seat %x

**Explanation** Several IPC messages are pending to be processed. If the number increases, it may result in the IPC header cache or buffers being exhausted.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: %s %s=0x%x %s=0x%x

**Explanation** IPC failed to register the control port

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: %s %s=0x%x, %s 0x%x

**Explanation** IPC module could not find an IPC entity that is expected to be existing always

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: %s

**Explanation** IPC API is called with invalid argument.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: %s

**Explanation** IPC message returned is Null

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: %s Dest Port 0x%x Session 0x%x Source 0x%x

**Explanation** While processing an incoming message, IPC encountered invalid data in its internal data structures.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: %s: Flow control callback function is not provided by IPC Client %s

**Explanation** An IPC application cannot be controlled if flow need to be slowed down. This might result in drop of IPC packets

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: Cannot hold RPC message port: %#x, index: %d, type: %#x

**Explanation** An RPC request for an application could not be added to the RPC request table because pending requests have filled the RPC request table.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: Failed to initialize IPC client

**Explanation** An IPC application cannot be initialized because its initialization function does not appear in the IPC initialization list.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: Invalid registration

**Explanation** An IPC application has attempted to register NULL function in the IPC initialization list.

**Recommended Action** Show tech-support ipc. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: Passed Null backpressure handler

**Explanation** IPC cannot register application's NULL function in the IPC Backpressure handler list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-5-UNAVAILABLE: Q=0x%x %s %d

**Explanation** IPC queue is full.

**Error Message** OUTPUT\_INTERPRETER%IPC-5-UNAVAILABLE: Send message to peer for %s failed. Reason: %s

**Explanation** Client using IPC App Port has not been able to send message

**Recommended Action** If the reason is 'no such port', then this may be caused because of the difference in the versions of IOS running on Active and the standby. Any other reason, please collect 'sh ipc stat' 'sh ipc rpc', 'sh ipc port' on active and standby RPs and contact tac

**Error Message** %IPC-5-UNAVAILABLE: VIP-%s

**Explanation** The Cisco IOS software, running on a Versatile Interface Processor (VIP) card, generated this message. The error message has been passed to the Route Processor (RP) or Route Switch Processor (RSP) for display. This message appears only if the user has configured the service slavelog command.

**Recommended Action** This is actually a Cisco IOS error message from a VIP. Handle it as indicated by the text after the 'VIP-' string in the error message.

## IPC-6

**Error Message** %IPC-6-MAXRPCTIMEOUT: Maximum RPC timeout value [dec] seconds set for port [hex]

**Explanation** The maximum RPC timeout for an IPC message exceeds the maximum expected value of 10 minutes.

**Recommended Action** Enter the **show techsupport ipc** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC-6-STATEFUL: %s

**Explanation** A stateful interprocess communication (IPC) event occurred.

**Recommended Action** No action is required.

## IPCGRP-3

**Error Message** %IPCGRP-3-UNAVAILABLE: %s %s

**Explanation** Failed to create IPC port on RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s (%u)

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s (%u)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s (%u)

**Explanation** The slave IPC cannot register with master.It cannot exchange messages with the master.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s

**Explanation** Nonblocking IPC command queue initialization failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s

**Explanation** REXEC-On IPC command failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: %s: %s

**Explanation** An IPC error was detected

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPCGRP-3-UNAVAILABLE: Cannot find hwidb for interface(%u/%u)

**Explanation** Interface identifier does not exist for the interface addressed by the corresponding IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: Event %u from slot%u/%u: %s

**Explanation** IPC event processing operational errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: IPC command %u (slot%u/%u): %s

**Explanation** IPC command processing operational errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: Incorrect msg size (size=%u)

**Explanation** Wrong size of a REXEC-On IPC command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: Invalid interface(%u/%u/%u)

**Explanation** Invalid interface addressed by the corresponding IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: Null %s ipc message

**Explanation** An empty IPC message, which is not expected to be received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: Received empty ipc rexec cmd message

**Explanation** REXEC-On IPC command failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPCGRP-3-UNAVAILABLE: System call for command %u (slot%u/%u) : %s  
(Cause: %s)

**Explanation** IPC kernel system call error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPCOIR-3

**Error Message** %IPCOIR-3-UNAVAILABLE: Card in slot %d/%d has an invalid card type in IDPROM

**Explanation** The linecard IDPROM is unprogrammed or has failed.

**Recommended Action** Contact customer support.

**Error Message** %IPCOIR-3-UNAVAILABLE: Couldn't load %s...

**Explanation** The indicated image is inaccessible

**Recommended Action** Check the filename.

**Error Message** %IPCOIR-3-UNAVAILABLE: IPC failed (%s) %s slot %u/%u

**Explanation** The IOS IPC protocol reported an unexpected error.

**Recommended Action** Make sure the indicated card is still plugged in.

**Error Message** %IPCOIR-3-UNAVAILABLE: Image version stamp missing

**Explanation** The loaded image did not contain a recognizable version stamp

**Recommended Action** Replace the image with known-good bits, and try again.

**Error Message** %IPCOIR-3-UNAVAILABLE: Incorrect API message version 0x%x

**Explanation** The linecard and IOS images are badly out of phase.

**Recommended Action** Contact customer support.

**Error Message** %IPCOIR-3-UNAVAILABLE: Incorrect message version obj 0x%x op 0x%x version 0x%x

**Explanation** The linecard and IOS images are badly out of phase.

**Recommended Action** Contact customer support.

**Error Message** %IPCOIR-3-UNAVAILABLE: Remote server refused to load slot %u/%u

**Error Message** %IPCOIR-3-UNAVAILABLE: TFTP of %s from %s failed...

**Explanation** The indicated image is inaccessible

**Recommended Action** Check file permissions, network connectivity.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to create driver plugin in slot %d/%d.

**Explanation** A valid linecard driver plugin create failed.

**Recommended Action** Perhaps a memory allocation failure, should not happen.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to get an IPC msg buffer in %d tries: slot %u/%u

**Explanation** The IOS IPC buffer pool was empty for a sustained period of time.

**Recommended Action** Install more processor SDRAM in the PRE.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to initialize PRE ports.

**Explanation** The PRE plugin init sequence failed.

**Recommended Action** Determine and fix cause.

**Error Message** %IPCOIR-3-UNAVAILABLE: Unable to preanalyze driver plugin in slot %d/%d.

**Explanation** A valid linecard driver preanalyze failed.

**Recommended Action** Possibly incompatible card types

**Error Message** %IPCOIR-3-UNAVAILABLE: Unsupported card type (0x%x) in slot %d/%d.

**Explanation** The linecard is not supported by this version of IOS

**Recommended Action** Contact customer support.

## IPCOIR-4

**Error Message** %IPCOIR-4-UNAVAILABLE: Get IPC msg buf failed %d time(s): slot %u/%u  
- retry in %d sec

**Explanation** The IOS IPC buffer pool was temporarily empty.

**Recommended Action** Consider installing more processor SDRAM in the PRE.

## IPC\_RPM-3

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s %s

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s (%d)

**Explanation** An invalid IPC message was received during cc command execution

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s (%d)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s

**Explanation** IPC card registered itself to the IPC master twice.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RPM-3-UNAVAILABLE: %s

**Explanation** The IPC ran out of memory buffers.

**Recommended Action** Reduce the number of applications currently running on the IPC. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RPM-3-UNAVAILABLE: WARNING: ECC Single Bit Error Correction

**Explanation** A ECC Single Bit Error was detected and corrected.

**Recommended Action** Use the command 'debug rpm ecc' to look at the total number of ECC errors since the system was booted. 'debug rpm ecc count' will set the number of ECC errors that will cause a Switch Over.

## IPC\_RSP\_CBUS-3

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s (%d)

**Explanation** System controller Bengal has reported an error/event

**Recommended Action** Read error reports. SBE are generally not fatal. Most others are

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s (%d)

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s (%d)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: %s

**Explanation** The IPC ran out of memory device (MEMD) buffers.

**Recommended Action** Reduce the number of applications currently running on the IPC. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPC\_RSP\_CBUS-3-UNAVAILABLE: Hardware queue for card at slot %d not found

**Explanation** IPC messages cannot be transmitted due to a missing hardware queue. The messages were discarded, and subsequent messages will not be transmitted to that card.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## IP\_DEVICE\_TRACKING Messages

This section contains switch IP host tracking HA (IP\_DEVICE\_TRACKING) messages.

### IP\_DEVICE\_TRACKING-4

**Error Message** %IP\_DEVICE\_TRACKING-4-TABLE\_LOCK\_FAILED: Table already locked by process-id [dec] ([chars])

**Explanation** The IP device tracking table could not be updated because of another process holds a lock on the table.

**Recommended Action** No action is required.

**Error Message** %IP\_DEVICE\_TRACKING\_HA-4-ENTRY\_OUT\_OF\_SYNC: Host mac-address [enet] ip-address [IP\_address] interface [chars]

**Explanation** An inconsistency has been detected between the active supervisor engine IP device tracking table and the standby supervisor engine IP device tracking table for this host.

**Recommended Action** No action is required.

## IP\_DEVICE\_TRACKING\_HA-3

**Error Message** %IP\_DEVICE\_TRACKING\_HA-3-UNAVAILABLE: %s

**Explanation** A run-time module could not obtain the resources that are required to complete a task. The failure most likely occurred because of a software error or a lack of system memory. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_DEVICE\_TRACKING\_HA-3-UNAVAILABLE: Failed to send %s message to active for %s, %s

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the active unit in the specified run-time module. The failure most likely occurred because of a software error. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_DEVICE\_TRACKING\_HA-4-UNAVAILABLE: Host mac-address %e ip-address %i interface %s

**Explanation** An inconsistency has been detected in the IP device tracking table for this host between active and standby

**Recommended Action** LOG\_STD\_NO\_ACTION

# IPFAST Messages

This section contains IP fast-switching (IPFAST) messages.

## IPFAST-2

**Error Message** %IPFAST-2-FAILOPENIPCPORT: Could not open the IPC ports. [chars]

**Explanation** The IPFAST process could not open the IPC port to communicate to the line card or route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-2-FASTPORTCREATEERR: Attempt to create [chars] failed after [dec] retries (last error:[chars])

**Explanation** The line card attempted to create a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-2-FASTPORTOPEN: Requested to open [chars], id [int] when already open. Attempting to re-open.

**Explanation** The line card is attempting to open a port to the route processor when one is already open. This behavior could be transient but might result in multiple ports opened for the same purpose.

**Recommended Action** The router should be able to recover from this situation. If CEF problems develop for this line card, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-2-FASTPORTOPENERR: Attempt to open [chars] failed after [dec] retries (last error:[chars])

**Explanation** The line card attempted to open a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-2-FASTPORTREGISTERERR: Attempt to register [chars] failed after [dec] retries (last error:[chars])

**Explanation** The line card attempted to register a port to the route processor but has failed after a few retries. This condition might result in the CEF becoming disabled on the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-2-INVALSIZE: The IP fast path received an IPC message with an invalid size(size/type - [dec]/[dec])

**Explanation** The IP fast path switching module has received an IPC message with an invalid size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-2-MSGDROP: IPC queue limit is reached and message is dropped.  
queue limit = [dec] cumulative drops = [dec]

**Explanation** The IPC raw queue limit for IP fast path has been reached.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPFAST-3

**Error Message** %IPFAST-3-UNAVAILABLE: Cache update request at interrupt level:  
%i(%s) -%i(%s)

**Explanation** A programming error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-3-UNAVAILABLE: Found existing %s specific entry %i%m..%m-%i  
(%s) when attempting to create %i%d..%d-%i (%s)

**Explanation** Problems related to the IP route cache triggered this debugging message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-3-UNAVAILABLE: Invalid cache destination %i/%d

**Explanation** The system attempted to add a cache entry for an invalid address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPFAST-4

**Error Message** %IPFAST-4-UNAVAILABLE: Attempt to create %s failed. Will be retried %d times (last error:%s)

**Explanation** The Linecard is attempting to create a port to the Route processor but has failed. This could be a transient behavior and hence retries will be attempted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPFAST-4-UNAVAILABLE: Attempt to open %s failed. Will be retried %d times (last error:%s)

**Explanation** The Linecard is attempting to open a port to the Route processor but has failed. This could be a transient behavior and hence retries will be attempted

**Recommended Action** The router should be able to recover from this situation. If CEF gets disabled for this line card copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** %IPFAST-4-UNAVAILABLE: Attempt to open the IPC ports failed. %s

**Explanation** ipfast failed an attempt to open the ipc port to communicate to the LC/RRP/SP.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %IPFAST-4-UNAVAILABLE: Attempt to register %s failed. Will be retried %d times (last error:%s)

**Explanation** The Linecard is attempting to register a port to the Route processor but has failed. This could be a transient behavior and hence retries will be attempted

**Recommended Action** The router should be able to recover from this situation. If CEF gets disabled for this line card, copy the error message exactly as it appears and report it to your Cisco technical support representative

**Error Message** %IPFAST-4-UNAVAILABLE: Error invalidating IP fast cache due to memory shortage

**Explanation** Running short of memory triggered this debugging message. This could result in wrong switching decisions.

**Recommended Action** The router memory should be upgraded and if the problem persists copy the error exactly as it appears and report it to your technical support representative.

**Error Message** %IPFAST-4-UNAVAILABLE: Error trying to delete prefix entry for %i/%d (expected %#x, got %#x)

**Explanation** Problems related to the IP route cache triggered this debugging message.

**Recommended Action** The router should correct for this error. If the router cannot forward packets properly or is experiencing other problems, copy the error message exactly as it appears and report it to your Cisco technical support representative.

**Error Message** %IPFAST-4-UNAVAILABLE: Error trying to insert prefix entry for %i/%d (expected %#x, got %#x)

**Explanation** Problems related to the IP route cache triggered this debugging message.

**Recommended Action** The router should correct for this error. If the router cannot forward packets properly or is experiencing other problems, copy the error message exactly as it appears and report it to your Cisco technical support representative.

## IPFAST-5

**Error Message** %IPFAST-5-SUCCEEDOPENIPCPORT: Attempt to open the IPC ports succeeded. [chars]

**Explanation** The IP fast switching has succeeded in an attempt to open the IPC port to communicate with the line card or route processor.

**Recommended Action** No action is required.

## IPFAST-6

**Error Message** %IPFAST-6-UNAVAILABLE: Cache invalidation request for %s

**Explanation** The system is invalidating all cache requests for a given interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %IPFAST-6-UNAVAILABLE: Packet too short from %i, datagram size %d, ttl %d

**Explanation** An IP packet which is too short was received

**Recommended Action** LOG\_STD\_NO\_ACTION

## IPFLOW-2

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow Export Template Table

**Explanation** Initialization of the Flow export template table could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow Export queue

**Explanation** Initialization of the Flow export queue could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow background process

**Explanation** Initialization of the Flow background process could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing Flow feature queue

**Explanation** Initialization of the Flow feature queue could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPFLOW-2-UNAVAILABLE: Error initializing IP flow cache

**Explanation** Initialization of the Flow cache could not be accomplished because of a low memory condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPFLOW-3

**Error Message** %IPFLOW-3-UNAVAILABLE: NULL

**Explanation** Flow export is disabled because export destination address matches with one of the interface's IP addresses

**Recommended Action** IP addresses of all the interfaces must be checked to make sure none of them matches with flow export destination IP address.

## IPFLOW-4

**Error Message** %IPFLOW-4-UNAVAILABLE: Error creating %s

**Explanation** Version 9 export template length is zero

**Recommended Action** LOG\_STD\_DBG\_ACTION

## IPMCAST\_LIB-3

**Error Message** %IPMCAST\_LIB-3-UNAVAILABLE: Failed to sync multicast limit state to the standby RP

**Explanation** An internal failure prevented sending of multicast limit information to the standby RP. Some multicast traffic disruption is possible following a route processor failover.

**Recommended Action** LOG\_STD\_NO\_ACTION

## IPMCAST\_LIB-4

**Error Message** %IPMCAST\_LIB-4-UNAVAILABLE: Adding %s interface '%s' denied for (%s, %s)

**Explanation** The maximum number of times the given interface appears as incoming or outgoing for some multicast state is reached.

**Recommended Action** LOG\_STD\_NO\_ACTION

## IP\_HOST\_ISSU Messages

This section contains IP host in-service software upgrade (ISSU) messages.

## IP\_HOST\_ISSU-2

**Error Message** %IP\_HOST\_ISSU-2-GET\_BUFFER: IP Host ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The IP host ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-2-INIT: IP Host ISSU client initialization failed to %s.  
Error: %d (%s)

**Explanation** The IP host ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-2-SEND\_NEGO\_FAILED: IP Host ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The IP host ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-2-SESSION\_NEGO: IP Host ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The IP host ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-2-SESSION\_REGISTRY: IP Host ISSU client failed to register session information. Error: %d (%s)

**Explanation** The IP host ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## IP\_HOST\_ISSU-3

**Error Message** %IP\_HOST\_ISSU-3-CAP\_INVALID\_SIZE: IP\_HOST ISSU client capability list is empty.

**Explanation** The IP host ISSU client capability exchange list is empty, which is an invalid condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu capability entries** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-3-CAP\_NOT\_COMPATIBLE: IP Host ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the IP host ISSU client is not compatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-3-INVALID\_SESSION: IP Host ISSU client does not have a valid registered session.

**Explanation** The IP host ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-3-MSG\_NOT\_OK: IP Host ISSU client 'Message Type %d' is not compatible

**Explanation** The IP host ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, **show issu message group**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-3-MSG\_SIZE: IP Host ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The IP host ISSU client was unable to calculate the MTU for the specified message. As a result, the client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, **show issu message group**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-3-SESSION\_UNREGISTRY: IP Host ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The IP host ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_HOST\_ISSU-3-TRANSFORM\_FAIL: IP Host ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The IP host ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the IP host state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## IPMCAST\_LIB Messages

This section contains IP multicast library messages.

### IPMCAST\_LIB-4

**Error Message** %IPMCAST\_LIB-4-RPF\_DEPTH\_ERR: Depth for rpf lookup greater than [dec] for [chars]

**Explanation** The number of recursions for resolution of a given route has exceeded the allowed maximum. This is usually due to misconfiguration.

**Recommended Action** Review and fix the router configuration. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPMCAST\_LIB-4-RPF\_STATIC\_ERR: No match for RIB static route [ipv6\_addr]/[dec] in static table for root [ipv6\_addr]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPMCAST\_LIB-6

**Error Message** %IPMCAST\_LIB-6-TIMER\_BUSY: Timer drift is accumulating, [dec] msec

**Explanation** There is large amount of processing load and the timers are accumulating delay.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPMCAST\_LIB\_RPF

**Error Message** %IPMCAST\_LIB\_RPF-3-INTERNAL\_ERROR: An internal error has occurred while obtaining RPF information (%s)

**Explanation** RPF handling Internal error

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_LIB\_RPF-3-RIB\_REGISTER\_FAIL: Failed to register with RIB, multicast RPF lookups will notfunction

**Explanation** Multicast could not register with RIB to obtain RPF information later. This will cause severe problem when there is multicast traffic flow, since it will not be possible to obtain RPF information

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPMCAST\_LIB\_RPF-3-RW\_INIT\_FAIL: Failed to START/STOP Route-watch debugging for '%s'

**Explanation** Multicast could not START or STOP Route-watch debugging for the specific Address-family (IPv4/IPv6), listed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPMCAST\_LIB\_RPF-3-RW\_START\_FAIL: Error trying to start RPF route watch for prefix %s in table %u (%s), RPF information will not be obtained

**Explanation** An internal error has occurred while trying to obtain RPF information for a prefix. As a result, subsequent changes in RPF information for the prefix will also not be obtained. This will impact the multicast traffic flow for this prefix

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_LIB\_RPF-3-STOP\_FAIL: Error trying to stop RPF watch for a prefix

**Explanation** Internal error has occurred while trying to stop obtaining RPF change information

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_LIB\_RPF-4-RIB\_UNREGISTER\_FAIL: Multicast failed to unregister with RIB

**Explanation** Multicast could not unregister with RIB when multicast is disabled. There will not be any existing traffic flow since multicast is already disabled. However if enabled again, and if problem is seen with multicast traffic flow, it should be reported

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPMCAST\_LIB\_RPF-4-RTMGR\_TOPO\_ERR: Unexpected error accessing topology specific information

**Explanation** An internal error has occurred while accessing topology specific information. The RPF information may not be obtained, resulting in problems with multicast flows

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPMCAST\_RPF-3-INTERNAL\_ERROR: An internal error has occurred while obtaining RPF information (%s)

**Explanation** RPF handling Internal error

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_RPF-4-FOREIGN\_VRF: RPF for %i (VRF %s) resolves in a foreign VRF (%s)

**Explanation** RPF resolves in a foreign VRF without specifying any encapsulation OR non-IP transport, multicast cannot handle this, hence a tree will no be built. This could be a temporary condition, but if the error persist, check your routing configuration

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %IPMCAST\_RPF-4-RPF\_LOOKUP\_LOOP: RPF route lookup loop for %i

**Explanation** A routing loop occurred during the recursive resolution of an RPF address

**Recommended Action** Check routing tables used for RPF.

## IPMOBILE-2

**Error Message** %IPMOBILE-2-UNAVAILABLE: IPMOBILE assertion failed: %s

**Explanation** The software detected an inconsistency. This is considered a serious error. The router attempts to continue, but IP Mobility processing may be impaired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPMOBILE-3

**Error Message** %IPMOBILE-3-UNAVAILABLE: Unable to open socket

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## IPM\_C54X-1

### Recommended Action

**Error Message** %IPM\_C54X-1-UNAVAILABLE: DSP %d, packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The DSP driver cannot queue messages up to the dma engine for transmit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Reset the DSP's on this port module.

**Error Message** %IPM\_C54X-1-UNAVAILABLE: dsp %d NOT RESPONDING.

**Explanation** The DSP driver cannot queue messages up to the dma engine for transmit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Reset the DSP's on this port module.

## IPM\_C54X-3

**Error Message** %IPM\_C54X-3-UNAVAILABLE: %d SPMM Modules to support this configuration

**Explanation** Certain configurations require more than 1 SPMM module

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert the Port Module and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Can't get dsp resources

**Explanation** There are not enough DSP's for all the VIC's in the router.

**Recommended Action** There are more VIC's in the router than the DSP's can support. You need to upgrade your DSP module to get more DSP's. You can run 'show diag' to figure out how many DSP's the router has.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: DSP %d Sending alarm indication

**Explanation** The dsp is indicating an unexpected event has occurred and may not continue to process calls.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: DSP %d Sending alarm indication

**Explanation** The dsp is indicating that it is not able to properly initialize the port(s) it services.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: DSP %d Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert the Port Module and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Epic TDM Switch failure

**Explanation** The EPIC TDM switch failed to acknowledge a command

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Host is unable to transmit packets to DSP %d

**Explanation** IOS is unable to communicate with one of the DSPs

**Recommended Action** Reload the IOS image running on the host and Copy the error message exactly as it appears, and .

**Error Message** %IPM\_C54X-3-UNAVAILABLE: No buffers available for DSP buffer pool

**Explanation** Unable to allocate buffers to DSP receive buffer pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_C54X-3-UNAVAILABLE: Unable to allocate IDB

**Explanation** Unable to allocate DSP Interface IDB.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## IPM\_C54X-4

**Error Message** %IPM\_C54X-4-UNAVAILABLE: Unsupported or Bad PVDM in SPMM slot %x

**Explanation** The type of Packet Voice DSP Module present is not supported.

**Recommended Action** You may need to replace the unsupported Packet Voice DSP Module, or upgrade to a version of IOS that supports the PVDM you have. Please refer to documentation to find out what type of PVDMs are supported with which versions on this router.

## IPM\_DSPRM-3

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: ALARM indication received from dsp %d in dsp group %d

**Explanation** DSP has failed and indicated an alarm.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: BAD init config response received from dsp %d in dsp group %d

**Explanation** Initial configuration failed in dsp firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: BAD restart indication received from dsp %d in dsp group %d

**Explanation** DSP firmware download is not successful.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Boot loader download failed for dsp %d in dsp group %d

**Explanation** DSP boot loader firmware download is not successful.

**Recommended Action** Remove/put back DSP module or replace it

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Could not bring DSP %d in DSP group %d in service

**Explanation** DSP did not come up after repeated attempts to download firmware.

**Recommended Action** Check if the dsp is not bad and reload the trunk. If problem persists call support

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Insufficient DSP resources %s

**Explanation** DSP resources are not available to open a voice channel or to run a voice codec.

**Recommended Action** Check dsp resource usage and see if number of active calls exceeds the limits.

**Error Message** %IPM\_DSPRM-3-UNAVAILABLE: Port %d/%d not found in any DSP group

**Explanation** T1 port is not added to any dsp group.

**Recommended Action** Check if tdm-clock has been configured for this port.

## IPM\_NV\_EEPROM-3

**Error Message** %IPM\_NV\_EEPROM-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPM\_NV\_EEPROM-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPNAT Messages

This section contains IP Network Address Translation (IPNAT) messages.

### IPNAT-4

**Error Message** %IPNAT-4-ADDR\_ALLOC\_FAILURE: Address allocation failed for [IP\_address], pool [chars] might be exhausted

**Explanation** An address could not be allocated from the IP NAT pool. This condition can cause a translation failure and might result in packets being dropped. The counter for missed packets will be incremented.

**Recommended Action** Determine if the NAT pool has been exhausted. To reuse any existing addresses in the NAT pool for new packet flows, clear the current NAT entries using the **clear ip nat translation** command.

### IPNAT-6

**Error Message** %IPNAT-6-CREATED: [chars]

**Explanation** A NAT flow entry was created.

**Recommended Action** No action is required.

**Error Message** %IPNAT-6-DELETED: [chars]

**Explanation** A NAT flow entry was deleted.

**Recommended Action** No action is required.

# IPRT Messages

This section contains IP routing (IPRT) messages.

## IPRT-2

**Error Message** %IPRT-2-UNAVAILABLE: Bad route\_compress() call, sdb= %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPRT-3

**Error Message** %IPRT-3-UNAVAILABLE: Bad path pointer of %x for %i, %d max

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPRT-3-UNAVAILABLE: Community list check with bad list %d

**Explanation** A user specified an invalid BGP community list number.

**Recommended Action** Check the system configuration to make sure that the community list specified falls within the valid range.

**Error Message** %IPRT-3-UNAVAILABLE: IP routing table creation failure - %s

**Explanation** An internal software error occurred preventing the creation of new IP routing table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPRT-3-UNAVAILABLE: IP routing table limit exceeded - %s, %i%m

**Explanation** The number of routes in the named IP routing table has reached the configured limit. No further routes will be added to the table

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit

**Error Message** %IPRT-3-UNAVAILABLE: IP routing table limit warning - %s

**Explanation** The number of routes in the named IP routing table has reached the configured warning limit.

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit

**Error Message** %IPRT-3-UNAVAILABLE: No memory available for %s

**Explanation** The requested operation failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPRT-3-UNAVAILABLE: Un-installing static route %i%m from %s routing table with outgoing interface %s

**Explanation** Restricting the access of static routes that point across vrfs

**Recommended Action** Remove the static routes that are pointing across VRF interfaces

**Error Message** %IPRT-3-UNAVAILABLE: Unable to register IP Routing as a client of RF.

**Explanation** This is a severe error as far as IP routing NSF is concerned

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPRT-4

**Error Message** %IPRT-4-ROUTECOUNTNEGATIVE: IP route counter negative - %s, %i  
Attempt: %d

**Explanation** Attempt to decrement IP route counter into negative value

**Recommended Action** Use **clear ip route \*** command to reset the route counter. If the message still comes out consistently, copy the messages exactly as they appear, and report it to your technical support representative.

**Error Message** %IPRT-4-TRACKOBJECTNONE: Illegal tracking number 0 on static route %i%  
m [%d/0] via %i, table %d, client %d

**Explanation** The tracking number 0 was assigned to a static route, but 0 is not a legal value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPRT-4-UNAVAILABLE: Redistribution prefix limit has been reached %s  
- %d prefixes

**Explanation** We have reached the maximum number of redistributed prefixes

**Recommended Action** Check if redistribution of large number of prefixes is desired and has not been configured by mistake

**Error Message** %IPRT-4-UNAVAILABLE: Redistribution prefix threshold has been reached  
%s - %d prefixes

**Explanation** We have reached the threshold level of number of redistributed prefixes

**Recommended Action** Check if redistribution of large number of prefixes is desired and has not been configured by mistake

**Error Message** %IPRT-4-UNAVAILABLE: can't track this type of object

**Explanation** Route maps only support STATE type track objects. This object is not a STATE object

**Recommended Action** Reconfigure the track object to make it a STATE object.

## IPSECV6 Messages

This section contains encryption feature messages.

### IPSECV6-4

**Error Message** %IPSECV6-4-UNAVAILABLE: IP protocol in packet mismatched with tunnel mode, packet from %s to %s dropped by %s

**Explanation** We tried to send an IPv4 packet into an IPSec-IPv6 tunnel, or an IPv6 packet into an IPSec-IPv4 tunnel. The tunnel cannot handle this type of packet, and so the packet is dropped.

**Recommended Action** Modify the tunnel configuration, either by removing the incorrect IP address type from the tunnel interface, or by changing the tunnel mode to match the IP address type.

**Error Message** %IPSECV6-4-UNAVAILABLE: Rec'd packet not an IPSEC packet. (ip)  
dest\_addr= %P, src\_addr= %P, prot= %d

**Explanation** Rec'd packet matched crypto map ACL, but is not IPSEC-encapsulated. IPSEC Peer is sending unencapsulated packets. There may simply be a policy setup error on the peer. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator to compare policy settings.

**Error Message** %IPSECv6-4-UNAVAILABLE: decaps: rec'd IPSEC packet has invalid spi for destaddr=%P, prot=%d, spi=0x%x(%d), srcaddr=%P

**Explanation** Rec'd IPSEC packet specifies SPI that doesn't exist in SADB. This may be a temporary condition due to slight differences in aging of SAs between the IPSEC peers, or it may be because the local SAs have been cleared. It may also be because of bogus packets sent by the IPSEC peer. Some might consider this a hostile event.

**Recommended Action** If the local SAs have been cleared, the peer may not know this. In this case, if a new connection is established from the local router, the two peers may reestablish successfully. Otherwise if the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer's administrator.

**Error Message** %IPSECv6-4-UNAVAILABLE: decapsulate: packet has bad %s length destaddr=%P, prot=%d, len=%d

**Explanation** Rec'd IPSEC packet is malformed: possibly encapsulation error? The peer is sending malformed packets. It may be due to a decryption error. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

**Error Message** %IPSECv6-4-UNAVAILABLE: decapsulate: packet missing %s, destaddr=%P, actual prot=%d

**Explanation** Rec'd IPSEC packet missing an expected AH or ESP header The peer is sending packets that don't match the negotiated security policy. Some might consider this a hostile event.

**Recommended Action** Contact the peer's administrator.

## IPV6FIB-3

**Error Message** %IPV6FIB-3-UNAVAILABLE: Inconsistent global state '%s' %s

**Explanation** IPV6FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6FIB-4

**Error Message** %IPV6FIB-4-UNAVAILABLE: Invalid XDR length. Type/event %d/%s. XDR %d, buffer %d

**Explanation** IPV6FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6FIB-4-UNAVAILABLE: Invalid format. %s

**Explanation** IPV6FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6FIB-4-UNAVAILABLE: Missing cef idb for %s during %s

**Explanation** IPV6FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6FIB-4-UNAVAILABLE: Missing cef table for tableid %lu during %s event

**Explanation** IPV6FIB\_INTERNAL\_ERROR

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IP\_SNMP Messages

This section contains IP Simple Network Management Protocol (SNMP) messages.

### IP\_SNMP-4

**Error Message** %IP\_SNMP-4-UNAVAILABLE: Oversize message from %i, datagram size %u, udp length %u

**Explanation** An incoming SNMP packet had a length field so large that the system had to assume it was in error. This system made a correct reaction to bad external data. Since SNMP packets should originate from systems under the same administration, this may indicate that the network host used to originate the SNMP request had a problem in its networking layer. Alternatively, if the SNMP packet originated from outside the local administrative domain, it could indicate a failed attempt at security penetration and that site should be watched more closely.

**Recommended Action** If the origin is local, no action is required. If the origin is determined to be malicious, either contact the administrator of the originating site or install filters to prevent access by that site, as circumstances warrant.

**Error Message** %IP\_SNMP-4-UNAVAILABLE: SNMP trap source %s has no ip address

**Explanation** The user entered an snmp-server trap-source command. The interface requested for use as the source address has no ipv4 address associated with it. The SNMP trap is being sent anyway, but without the source address that the user intended.

**Recommended Action** There are two possible solutions. Either enter a no snmp-server trap-source command to disable the request for a specific source IP address, or add an IP address to the interface referenced in the snmp-server trap-source configuration command.

**Error Message** %IP\_SNMP-4-UNAVAILABLE: SNMP trap source %s has no ipv6 address

**Explanation** The user entered an snmp-server trap-source command. The interface requested for use as the source address has no ipv6 address associated with it. The SNMP trap is being sent anyway, but without the source address that the user intended.

**Recommended Action** There are two possible solutions. Either enter a no snmp-server trap-source command to disable the request for a specific source IP address, or add an IPV6 address to the interface referenced in the snmp-server trap-source configuration command.

## IPV6 Messages

This section contains IP version 6 messages.

### IPV6-3

**Error Message** %IPV6-3-(-1): Cannot start the IPv6 process; router will not process IPv6 packets.

**Explanation** The IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPV6-3-INTERNAL: Internal error, [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6-3-INTERNAL\_PAK: Internal error ([chars]): [hex] [hex] [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6-3-NO\_UNIQUE\_IDENTIFIER: Cannot determine an unique IPv6 identifier for the system. IPv6 will not be started.

**Explanation** An unique IPv6 Identifier could not be determined for the system. Therefore the IPv6 process will not be started. This machine will not be able to process any IPv6 packets.

**Recommended Action** Verify that there is at least one interface in this machine that supports IEEE-style addresses.

**Error Message** %IPV6-3-RIB: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6-3-UNFRAGMENTABLE: Cannot fragment packet: unfragmentable part length [dec], MTU of [dec]

**Explanation** An internal software error occurred. A single packet originated by this system could not be fragmented and has been dropped. Normal system operation continues.

**Recommended Action** This is a transient error. However, this condition indicates other errors in the software that will require further examination by your Cisco technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6-4

**Error Message** %IPV6-4-DUPLICATE\_OPTIMISTIC: Duplicate address %P on %s

**Explanation** You have elected not to run duplicate address detection (DAD), but another system is using your IPv6 address.

**Recommended Action** Change the IPv6 address of one of the two systems.

**Error Message** %IPV6-4-LLA\_CONFLICT: LLA conflict for static neighbor on [chars] : [chars]

**Explanation** A neighborhood discovery (ND) message from the specified neighbor carries a link-layer address (LLA) other than the configured address.

**Recommended Action** Reconfigure the static neighbor with the correct link-layer address.

**Error Message** %IPV6-4-MAXPDB: Exceeded maximum supported IPv6 Routing Protocol instances

**Explanation** Configuration of a routing protocol has failed because it would exceed the maximum supported number of routing protocols.

**Recommended Action** Reduce the number of IPv6 routing protocol instances configured.

## IPV6-6

**Error Message** %IPV6-6-ACCESSLOGSP: list [chars]/[dec] [chars] [chars] [chars]->, [dec] packet [chars]

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** No action is required.

**Error Message** %IPV6-4-MULTICAST: Application does not support multicast destination address , packet dropped.

**Explanation** An internal software error occurred. A multicast destination address was used in an local application which does not yet handle IPv6 multicast.

**Recommended Action** Use a unicast address in commands on the router. If the problem persists, or you feel the command should support multicast, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_ACL-6

**Error Message** %IPV6\_ACL-6-ACCESSLOGSP: list %s/%d %s %s %P %s- %P, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** Informational only. No action required.

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %d %P %s- %P, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** Informational only. No action required.

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %s %P %s- %P (%d/%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** Informational only. No action required.

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %s %P %s- %P, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** Informational only. No action required.

**Error Message** %IPV6\_ACL-6-UNAVAILABLE: list %s/%d %s %s %P(%d) %s- %P(%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** Informational only. No action required.

## IPV6\_ADDRESS-3

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: %P/%d can not be configured on %s, %s

**Explanation** An error was encountered while configuring an IPv6 address

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Cannot determine an unique IPv6 identifier for the system.IPv6 will not be started.

**Explanation** An unique IPv6 Identifier could not be determined for the system.Therefore the IPv6 process will not be started.This machine will not be able to process any IPv6 packets.

**Recommended Action** Verify that there is at least one interface in this machine that supports IEEE-style addresses.

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Cannot start an IPv6 process; router will not process IPv6 packets.

**Explanation** An IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_ADDRESS-3-UNAVAILABLE: Uninitialized interface pointer - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_ADDRMGR-3

**Error Message** %IPV6\_ADDRMGR-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_FORWARDING-3

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Cannot fragment packet: unfragmentable part length %d, MTU of %d

**Explanation** An internal software error occurred. A single packet originated by this system could not be fragmented and has been dropped. Normal system operation continues.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Cannot start an IPv6 forwarding process; router will not process IPv6 packets.

**Explanation** An IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Uninitialized buffer pointer - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_FORWARDING-3-UNAVAILABLE: Uninitialized interface pointer - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_FORWARDING-4-UNAVAILABLE: Application does not support multicast destination address (%P), packet dropped.

**Explanation** An internal software error occurred. A multicast destination address was used in an local application which does not yet handle IPv6 multicast.

**Recommended Action** Use a unicast address in commands on the router, if the problem persists, or you feel the command should support multicast, then please contact the TAC with the failing command line.

**Error Message** %IPV6\_ICMP-3-UNAVAILABLE: Uninitialized buffer pointer - %s

**Explanation** An internal software error occurred.

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_INTF-3

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: Cannot start IPv6 Interface Process.

**Explanation** The IPv6 Interface Process could not be started. Interfaces will not be enabled for IPv6 Processing. This machine will not be able to process any IPv6 packets.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: The link MTU of %s is below the %u-byte minimum IPv6 link MTU.

**Explanation** As specified in the standard, IPv6 requires that every link has an MTU of at least 1280. Since this link's MTU is below that, IPv6 is held down on this interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %IPV6\_INTF-3-UNAVAILABLE: The link MTU of %s is below the %u-byte user set IPv6 link MTU.

**Explanation** The interface link MTU is below the user set IPv6 link MTU. IPv6 is held down on this interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

## IPV6\_INTF-4

**Error Message** %IPV6\_INTF-4-UNAVAILABLE: High load on interface events (%s), auto-recovery complete.

**Explanation** The router has automatically recovered from a condition normally brought about by high load. If this occurs frequently, please contact the TAC.

**Recommended Action** LOG\_STD\_NO\_ACTION

## IPV6\_ND-3

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Cannot start an IPv6 Neighbor Discovery process; router will not process IPv6 packets.

**Explanation** An IPv6 process could not be started. This machine will not be able to process any IPv6 packets.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Router %P on %s conflicting ND setting %s

**Explanation** Another router on the link sent router advertisements with conflicting parameters to ours.

**Recommended Action** Verify that all IPv6 routers on the link have the same parameters in the router advertisement for hop-limit, managed-config-flag, other-config-flag, reachable-time and ns-interval, and that preferred and valid lifetimes for the same prefix, advertised by several routers are the same. Use the command `show ipv6 interface` to list the parameters per interface.

**Error Message** %IPV6\_ND-3-UNAVAILABLE: Uninitialized data - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_ND-4

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Duplicate address %P on %s

**Explanation** Another system is using your IPv6 address.

**Recommended Action** Change the IPv6 address of one of the two systems.

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Duplicate address %P on %s

**Explanation** You have elected not to run DAD, but another system is using your IPv6 address.

**Recommended Action** Change the IPv6 address of one of the two systems.

**Error Message** %IPV6\_ND-4-UNAVAILABLE: LLA conflict for static neighbor %P on %s : %s

**Explanation** This error indicates that an ND message from the specified neighbor carries a Link Layer Address other than that configured via static neighbor

**Recommended Action** Reconfigure the static neighbor with correct LLA

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Prefix %P/%d advertised in RA on %s has been previously configured on another interface

**Explanation** This warning indicates that an on-link prefix advertised in an IPv6 ND RA on the specified interface has previously been configured on another interface. The prefix will be ignored on the current prefix

**Recommended Action** Learning an on-link prefix via IPv6 ND RA when the same prefix has previously been configured on another interface indicates a likely configuration error, either on the current router or on the neighbor router advertising the ND RA. Review network topology, current router and adjacent router configuration, and correct as appropriate

**Error Message** %IPV6\_ND-4-UNAVAILABLE: Prefix %P/%d advertised in RA on %s was previously learnt on another interface

**Explanation** This warning indicates that an on-link prefix advertised in an IPv6 ND RA on the specified interface has previously been learnt from an RA on another interface. The prefix will be ignored on the current interface

**Recommended Action** Learning the same on-link prefix via IPv6 ND RA on multiple interfaces indicates a likely configuration error on adjacent routers. Review network topology and adjacent router configuration and correct as appropriate.

## IPV6\_ND-6

**Error Message** %IPV6\_ND-6-UNAVAILABLE: %P/%d can not generate auto-configured address on %s, %s%s

**Explanation** IPv6 address could not be auto-configured.

**Recommended Action** NOG\_STD\_NO\_ACTION.

## IPV6\_RIP-3

**Error Message** %IPV6\_RIP-3-UNAVAILABLE: Uninitialized interface pointer - RIPv6

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_ROUTING-3

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: IPv6 routing table limit exceeded - %s

**Explanation** The number of routes in the named IPv6 routing table has reached the configured limit. No further routes will be added to the table

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit.

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: IPv6 routing table limit warning - %s

**Explanation** The number of routes in the named IPv6 routing table has reached the configured warning limit.

**Recommended Action** Reduce the number of routes in the table, or reconfigure the limit.

**Error Message** %IPV6\_ROUTING-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IPV6\_ROUTING-4

**Error Message** %IPV6\_ROUTING-4-UNAVAILABLE: Exceeded maximum supported IPv6 Routing Protocol instances

**Explanation** This error indicates that configuration of a Routing Protocol has failed because it would exceed the maximum supported number of Routing Protocols

**Recommended Action** Reduce the number of IPv6 Routing Protocol instances configured

## IPV6\_ROUTING-6

**Error Message** %IPV6\_ROUTING-6-UNAVAILABLE: IPv6 routing table limit recovered - %s

**Explanation** The number of routes in the named IPv6 routing table has fallen below the configured limit. The routing table has recovered

**Recommended Action** LOG\_STD\_NO\_ACTION

## IPX-3

**Error Message** %IPX-3-NOVNOSTART: IPX Failed to Start due to insufficient memory

**Explanation** The Novell IPX routing subsystem failed to initialize properly due to memory allocation errors, usually due to insufficient amount of available memory.

**Recommended Action** Free up memory, look for a possible memory leak, or upgrade the system to have more memory.

**Error Message** %IPX-3-UNAVAILABLE: Bad IPX server count. %s %d, %s %d

**Explanation** The internal SAP service count does not match the number of services currently present and displayed by the **show ipx servers** command.

**Recommended Action** If this message recurs, report the problem to your technical support representative, along with the output of the **show ipx servers** command taken before the message appeared and again after the message appeared.

**Error Message** %IPX-3-UNAVAILABLE: Cannot send incremental SAP update to peer on %s. Increasing output-sap-delay may help

**Explanation** An incremental SAP update could not be sent, because this might cause the SAP tables between peers to become out of synch.

**Recommended Action** Increase the output SAP delay on the listed interface to reduce buffer usage. If, after changing the delay the message remains, copy the error message exactly as it appears and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IPX-3-UNAVAILABLE: Consistency check failed for SAP table %d.

**Explanation** An internal SAP table consistency check failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %IPX-3-UNAVAILABLE: Duplicate SAP entry insert attempted. %s%s %s0x%x %s0x%x %s%d %s0x%x %s0x%x %s0x%x

**Explanation** An IPX SAP service entry, which is being added currently, already exists in the current internal table.

**Recommended Action** Report the error messages and the tracebacks following them to your technical support representative.

**Error Message** %IPX-3-UNAVAILABLE: IPX Failed to Start due to insufficient memory

**Explanation** The Novell IPX routing subsystem failed to initialize properly due to memory allocation errors, usually due to insufficient amount of available memory.

**Recommended Action** Free up memory, look for a possible memory leak, or upgrade the system to have more memory.

**Error Message** %IPX-3-UNAVAILABLE: Inconsistency in the %s LSP Linkage data structure detected.

**Explanation** An internal inconsistency was detected in the RDB or SRDB internal routing table structure. Specifically, a data area used by NLSP to link LSPs.

**Recommended Action** Copy and save this message. If NLSP is not running this could mean there is a software or hardware problem which is corrupting memory. If the message recurs, copy and save the messages, and call your technical support representative for assistance.

**Error Message** %IPX-3-UNAVAILABLE: Invalid number of paths (%d) for %q

**Explanation** An internal inconsistency was detected in the IPX routing table structure.

**Recommended Action** Copy and save this message. If possible, clear the IPX routing table by issuing the **clear ipx route** command. (This will result in lost connectivity until the routing table is rebuilt.) If the message recurs, copy and save the message, along with the output from the **show ipx route**, and call your technical support representative for assistance.

**Error Message** %IPX-3-UNAVAILABLE: Too many networks. The number of directly connected IPX networks cannot exceed %d

**Explanation** The limit of connected IPX networks has been reached. Additional IPX interfaces cannot be configured.

**Recommended Action** Do not configure IPX on additional interfaces. Remove IPX configuration commands from inactive interfaces.

**Error Message** %IPX-3-UNAVAILABLE: Unsupported SAP type for EIGRP being %s - type %x

**Explanation** There are two types of service access points (SAPs)-general queries and general responses. This message is sent when you receive or attempt to send an SAP with a type code which is not a general query or a general response. It is also sent when you receive a general query not addressed to the broadcast address.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. If possible, also provide the output of the **debug ipx sap activity** and **debug ipx sap event** commands for the period during which this message appeared.

## IPX-6

**Error Message** %IPX-6-UNAVAILABLE: %s %s %s %s %x.%e %s %x.%e %d pkt%s

**Explanation** If IPX access violation logging is enabled, these messages are displayed when an access list logging event has occurred.

**Recommended Action** Verify that the host system is permitted or denied as defined in the access list.

## IPX-7

**Error Message** %IPX-7-UNAVAILABLE: %s: %08x %08x %08x %08x %08x

**Explanation** Internal use only

**Recommended Action** Should not be seen in the field

# IP\_VRF Messages

This section contains IP VPN routing/forwarding instance common error (IP\_VRF) messages.

## IP\_VRF-3

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** Caching of Interface List update for VRF failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** IP VRF creation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** Invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF infrastructure failure for Platform VRFs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF tableid already allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF tableid inconsistent between two RPs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** VRF tableid invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** cached vrf entry creation failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: %s

**Explanation** cached vrf initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: Invalid VRF id 0x%x in %s

**Explanation** VRF ID Invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: Memory allocation failure

**Explanation** VRF MALLOC failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: VRF %d name record is null %s

**Explanation** VRF name record is null

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IP\_VRF-3-UNAVAILABLE: VRF %s iflist is not empty in %s

**Explanation** VRF iflist is not empty

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IP\_VRF-4

**Error Message** %IP\_VRF-4-VRF\_DELETE\_WAIT: The VRF [chars] is getting deleted after a wait

**Explanation** There are routes remaining in the deleted VRF routing table. To ensure reusability of the same VRF, the system forcibly clears the routes in the VRF routing table, which causes the VRF to be deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ISA Messages

This section contains Integrated Services Adapter (ISA) messages.

## ISA-1

**Error Message** %ISA-1-ALIGN: Alignment failure on packet buffer: [hex]

**Explanation** A software error has occurred. The ISA driver detected that the buffer is not aligned correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISA-1-ERROR: [chars]

**Explanation** An error occurred in the application using ISA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISA-6-INFO: [chars]

**Explanation** This is an informational message from ISA.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %ISA-1-INITDESCRING: Slot [dec]: The ISA driver failed to allocate "descriptor offsets" write\_offsets: [hex], read\_offsets: [hex], stored\_offsets: [hex]

**Explanation** The ISA driver failed to initialize at the specified point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISA-1-INITFAIL: Slot [dec]: [chars]

**Explanation** The ISA driver failed to initialize at the specified point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISA-1-NOMEMORY: [chars] creation failed for slot [dec]

**Explanation** The ISA driver, in its initialization phase, could not allocate memory for the specified data structure.

**Recommended Action** Consider adding more shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISA-1-OWNER: [chars] packet buffer, pak=[hex]

**Explanation** A software or hardware error has occurred. The ISA driver detected that the buffer ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISA-6-SHUTDOWN: [chars] shutting down

**Explanation** The specified ISA is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %ISA-1-TOOBIG: [chars] received a packet with size [dec].

**Explanation** The system has received a packet that is larger than the allowed size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISA-6

**Error Message** %ISA-6-UNAVAILABLE: %s

**Explanation** This is informational message from ISA

**Recommended Action** This is informational message from ISA. This occurs in normal operation.

**Error Message** %ISA-6-UNAVAILABLE: %s shutting down

**Explanation** The specified ISA is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. It occurs in normal operation.

## ISDN-1

**Error Message** %ISDN-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## ISDN-2

**Error Message** %ISDN-2-UNAVAILABLE: %s:%d

**Explanation** A debug - traceback condition has occurred

**Recommended Action** LOG\_STD\_NO\_ACTION

## ISDN-3

**Error Message** %ISDN-3-UNAVAILABLE: %s: Resource not available, at %s:%d

**Explanation** Hardware resource could not be allocated

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISDN-4

**Error Message** %ISDN-4-UNAVAILABLE: %s: Bad Event Received For Current State

**Explanation** The State Transition for the ISDN L2 Socket Process failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: %s: Failed to Open Required Temporary Socket%s

**Explanation** The (Re)Open attempt for a required temporary socket failed, without this socket the L2 socket process will fail

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: %s: Occurred at %s:%d

**Explanation** An unexpected event of significance has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: %s: Spurious Connection Accepted and Closed on port %u

**Explanation** An unknown TCP connection was accepted and refused.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: %s: isdn\_create\_delete\_signalling\_channel: Unknown DSL %u for %s

**Explanation** The Creation/Deletion service for the L2 Signalling handler for the given DSL is missing

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: %s: isdn\_get\_status\_state: Unknown DSL %u

**Explanation** An attempt to retrieve the status of a DSL that is not currently configured.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: %s: isdn\_to\_L2: Unknown DSL %u for command %s

**Explanation** The ISDN Stack has not registered its L2 Message Handler

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISDN-4-UNAVAILABLE: ISDN SC %s: Status Changed to: %s.

**Explanation** ISDN has been notified by the RLM component of a status change in the RLM link

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %ISDN-4-UNAVAILABLE: Interface %s, Ignoring call, EndPoint Identifier (EID) mismatch

**Explanation** The incoming ISDN call is ignored because the EID delivered in the incoming setup message cannot be matched.

**Recommended Action** If EID is delivered in the setup message, use the **isdn debugs** and **show isdn status** commands to determine the current EID values. You may need to contact the service provider.

**Error Message** %ISDN-4-UNAVAILABLE: Interface %s, Ignoring call, LDN and Called Party Number mismatch

**Explanation** The incoming ISDN call is ignored because the Called Party Number does not match the LDN numbers configured in the router.

**Recommended Action** Correct the LDN in the router to match the Called Party Number delivered in the incoming setup message.

**Error Message** %ISDN-4-UNAVAILABLE: Interface %s, Spid%d was rejected

**Explanation** The SPID configured in the router has been rejected by the switch.

**Recommended Action** Determine the correct SPID, reenter the SPID and clear the BRI interface.

## ISDN-6

**Error Message** %ISDN-6-UNAVAILABLE: %s %s %s %s

**Explanation** The NFAS D-channel status has changed.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: %s: Invalid Timer Handle, caller 0x%x handle %3d

**Explanation** This could be an indication of low memory. It is sent when an invalid ISDN timer handle is passed on for timer operations

**Recommended Action** Capture the show isdn mem, show isdn status output for possible debugging information. Reduce other system activity to ease the memory demands in the system.

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s Call Cid 0x%x Cref 0x%x collision on Channel %d in\_use\_cid 0x%x cref 0x%x, Channel awarded to the received call

**Explanation** This is an informational message. It is sent when a Call is received that collides with an existing call on the same channel.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s Requested Channel %d is not available

**Explanation** This is an informational message. It is sent when the requested channel is not available.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s disconnected from %s %s, call lasted %u seconds

**Explanation** This is an informational message sent when a call is disconnected. The message displays the remote name and number, which it receives from the Point-to-Point Protocol (PPP) authentication or from where the dialer placed the call to. It also shows how long the call lasted.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: Interface %s is now connected to %s %s

**Explanation** This is an informational message sent when a call is connected. The message displays the remote name and number, which it receives from the Point-to-Point Protocol (PPP) authentication or from where the dialer placed the call to.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: Layer 2 for Interface %s, TEI %u changed to down

**Explanation** This is an informational message. It is sent when an ISDN Layer2 logical link is down. It also shows the TEI associated with this logical link.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: Layer 2 for Interface %s, TEI %u changed to up

**Explanation** This is an informational message. It is sent when an ISDN Layer2 logical link is up. It also shows the TEI associated with this logical link.

**Recommended Action** Informational only. No action required.

**Error Message** %ISDN-6-UNAVAILABLE: No Free Timer Entry, caller 0x%x, timers used %d

**Explanation** This could be an indication of low memory. It is sent when the ISDN protocol cannot start new timers for its operation.

**Recommended Action** capture the show isdn mem, show isdn status output for possible debugging information. Reduce other system activity to ease the memory demands in the system.

## ISIS-L2 Messages

**Error Message** %ISISL2-3-MCAST\_EVENT\_UPD\_FAILURE: %s-RIBInfo%s: %s client failed to send Multicast event (%u, %d) update request with error %s

**Explanation** ISISL2 client failed to send out Multicast event notification

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISISL2-3-MCAST\_RT\_UPD\_REP\_FAILURE: %s-RIBInfo%s: %s client receives the response of Multicast RT %s message with code:%d topoid:%u

**Explanation** ISISL2 client receives the response of Multicast RT update failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISISL2-3-MCAST\_RT\_UPD\_REQ\_FAILURE: %s-RIBInfo%s: Multicast RT (%u, %s, %s): Failed to send the route update request to MLMRIB with error %s

**Explanation** ISISL2 client failed to send the Multicast route update request to MLMRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISISL2-3-UNICAST\_EVENT\_UPD\_FAILURE: %s-RIBInfo%s: %s client failed to send Unicast event (%u, %d) update request with error %s

**Explanation** ISISL2 client failed to send out Unicast event notification

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISISL2-3-UNICAST\_RT\_UPD\_REP\_FAILURE: %s-RIBInfo%s: %s client receives the response of Unicast RT %s message with code:%d topoid:%u

**Explanation** ISISL2 client receives the response of Unicast RT update failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISISL2-3-UNICAST\_RT\_UPD\_REQ\_FAILURE: %s-RIBInfo%s: Unicast RT (%u, %s): Failed to send the route update request to MLURIB with error %s

**Explanation** ISISL2 client failed to send Unicast route update request to MLURIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU Messages

This section contains In-Service Software Upgrade (ISSU) messages.

### ISSU-3

**Error Message** %ISSU-3-BAD\_PARAMS: %s

**Explanation** Bad parameters were detected in the ISSU process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-BASE\_CLIENT\_CHECK\_COMPATIBILITY: %s

**Explanation** An error was found during checking of the ISSU base client compatibility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-CLIENT\_OR\_ENTITY\_NOT\_REG: Client([dec]) or entity([dec]) is not registered [chars].

**Explanation** The specified client or entity is not registered.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-CLIENT\_REG\_DIST: Failed to %s distributed client %d

**Explanation** A distributed client reservation or unreservation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DEBUG\_ERROR: [chars]

**Explanation** An error occurred when turning on ISSU debug.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUMMY\_ENTRY\_NOT\_LAST: Dummy cap entry is not last one for cap group([dec]) registration under client([dec]) and entity([dec])

**Explanation** The dummy cap entry is not the last one for the cap group registration.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUMMY\_VERSION\_OUT\_OF\_RANGE: Dummy msg version (%d) is out of range for msg(%d) under client %s(%d) and entity(%d).

**Explanation** The dummy message version is out of range.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUP\_ENTITY\_REG: Entity(%d) is registered already under client %s(%d)

**Explanation** Entity is duplicated under client.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUP\_DUMMY\_VERSION\_REG: %s is already registered under client %s(%d), entity(%d), and msgtype(%d)

**Explanation** The specified item is registered already under that message type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu message type | include** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUP\_ENTITY\_REG: Entity([dec]) is registered already under client([dec])

**Explanation** The entity is duplicated under the client.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUP\_ITEM\_IN\_REG\_UNDER\_ENTITY: [chars] is duplicated [chars] under client([dec]) and entity([dec])

**Explanation** Item is duplicated under the client and entity.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUP\_REG\_ENDPOINT: Endpoint is registered already.

**Explanation** The endpoint is already registered.

**Recommended Action** Enter the **show issu endpoint** command to check if the ISSU subsystem was initialized twice.

**Error Message** %ISSU-3-DUP\_REG\_UNDER\_ENDPOINT: [chars] ([dec]) is registered already under endpoint.

**Explanation** The item is already registered under the endpoint.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-DUP\_REG\_UNDER\_ENTITY: [chars] ([dec]) is registered already under client ([dec]) and entity ([dec])

**Explanation** The item is already registered under the client and entity.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-EMPTY\_DUMMY\_VERSION: %s is empty under client %s(%d), entity(%d).

**Explanation** The dummy version is empty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-EMPTY\_UNDER\_CLIENT: [chars] is empty under client([dec]).

**Explanation** The item is empty in the client.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-EMPTY\_UNDER\_ENDPOINT: [chars] is empty under endpoint.

**Explanation** The item is empty under the endpoint.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-EMPTY\_UNDER\_ENTITY: [chars] is empty [chars] under client([dec]) and entity([dec]).

**Explanation** The item is empty in the client and entity.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-ENDPOINT\_NOT\_REG: Endpoint is not registered yet.

**Explanation** The endpoint is not registered yet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-ERP\_AGENT: [chars]

**Explanation** One of the primary functions for the ERP agent failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-ERP\_AGENT\_SEND\_MSG: [chars]; error code is [chars]

**Explanation** The send message function call failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-ERP\_CLIENT: [chars]

**Explanation** One of the primary functions for the ERP client failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-ERP\_CLIENT\_EVENT: Unknown [chars] event - [dec]

**Explanation** An unknown event was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-EXTERNAL\_MATRIX\_FILE\_ERR: Line %u: %s

**Explanation** An error was found in the external matrix data file.

**Recommended Action** Open a case with TAC, and attach the output of the **more ivfs:/matrix\_cm\_file** command, where *matrix\_cm\_file* is the output of the **dir system:image** command.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_CHUNK\_MEMORY: [chars] type chunk allocation failed.

**Explanation** A memory allocation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_DUMMY\_VERSION: Can not allocate %s under client %s(%d) and entity(%d)

**Explanation** The ISSU process could not allocate a dummy version under the client and entity.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to determine whether the memory or buffer is full, indicating a possible memory leak. To recover, shut down any unused tasks and reset the cards. If these actions do not help, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_ENTITY: Can not allocate entity([dec]) under client([dec])

**Explanation** Cannot allocate an entity control block under the client.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_FUNCT\_UNDER\_ENDPOINT: Can not allocate [chars].

**Explanation** Cannot allocate the function callback.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover those memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_FUNCT\_UNDER\_ENTITY: Can not allocate [chars] under client([dec]) and entity([dec])

**Explanation** Cannot allocate control block under the client and entity.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_MEMORY: memory allocation for %s failed.

**Explanation** The ISSU process could not allocate memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_ENDPOINT: Can not allocate [chars]([dec]) control block.

**Explanation** Cannot allocate a control block.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_ENTITY: Can not allocate [chars] ([dec]) under client([dec]) and entity([dec])

**Explanation** Cannot allocate a control block under the client and entity.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_GROUP: Can not allocate [chars] ([dec]) for [chars] ([dec]) registration under client([dec]) and entity([dec])

**Explanation** Cannot allocate an item for group registration under the client and entity.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_MSG: Can not allocate [chars] for msg ([dec]) registration under client([dec]) and entity([dec])

**Explanation** Cannot allocate a control block for message registration.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the

system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_ALLOC\_UNDER\_MSG\_SES: Can not allocate [chars] for msg session([dec]) registration under client([dec]) and entity([dec])

**Explanation** Cannot allocate a control block for message session registration.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_CREATE\_ID32\_SPACE: Failed to create ID32 space.

**Explanation** Failed to create ID32 space.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_INIT\_ISSU\_PROTO: Failed to initialize ISSU proto.

**Explanation** Failed to initialize the ISSU protocol.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FAILED\_TO\_UNREG\_SES: Failed to unregister [chars] session under client([dec]) and entity([dec])

**Explanation** Failed to unregister the session.

**Recommended Action** Enter the **show proc mem** or **show buffs** command to check if memory or buffer is full. Shutting down unused tasks or resetting cards usually can recover a memory leak problem. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FOREIGN\_OWNED\_FIELDS: %s; err code [%s]

**Explanation** The transformation of a foreign owned field (FOF) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FSM\_BADMSG: Peer session [dec] while receiving message [chars] is wrong.

**Explanation** Sessions on peers are mismatched or were not found.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FSM\_DUP\_UID: Duplicate unique\_id on session [dec]: my\_uid [dec], peer\_uid [dec].

**Explanation** The requirement that each endpoint must have distinctive identifier has been violated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FSM\_INIT: Fail to create process during FSM init.

**Explanation** Creation of an FSM timer process has failed.

**Recommended Action** Check what system resources are available during bootup.

**Error Message** %ISSU-3-FSM\_MISMATCH\_MTU: ISSU nego failed for client %s(%d) entity\_id %d session %d due to mismatch of mtu size %d & %d.

**Explanation** The ISSU negotiation failed due to a mismatch in the negotiation version MTU size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message types**, and **show issu fsm | include** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FSM\_NEGO\_SEND\_ERR: Client '%s' with ID %d encountered '%s' in session %d.

**Explanation** The ISSU negotiation message could not be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session | include**, and **show issu fsm** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-FSM\_RUNTIME\_ERR: [chars] occurs during FSM negotiation in session [dec].

**Explanation** Runtime error occurs during FSM negotiation.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-HANDLE\_SIZE: Handle buffer size is %d, should be %d

**Explanation** A statically defined handle buffer size is incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-INCOMPATIBLE\_BASE\_CLIENTS: %s

**Explanation** This message displays a list of ISSU base clients found to be incompatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-INCOMPATIBLE\_PEER\_UID: Setting image (%s), version (%s) on peer uid (%d) as incompatible

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-INCONSISTENT\_MSG\_TYPE: %s

**Explanation** A runtime registration error has occurred. Message types passed for foreign owned fields (FOFs) are inconsistent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENDPOINT: [chars]([dec]) is in use under endpoint

**Explanation** Item is in use under the endpoint.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENTITY: [chars] ([dec]) is in use under client([dec]) and entity([dec])

**Explanation** Item is in use under the client and entity.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-INVALID\_ITEM\_UNDER\_ENDPOINT: Invalid [chars] under endpoint

**Explanation** Invalid item under the endpoint.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-INVALID\_ITEM\_UNDER\_ENTITY: Invalid [chars] under client([dec]) and entity([dec])

**Explanation** Invalid item under the client and entity.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-INVALID\_PARAM\_UNDER\_SES: Invalid params %s under session(%d)

**Explanation** Invalid parameters were detected under the session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu session | include** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-INVALID\_VERSION\_LOWHIGH: Invalid low([dec]) and high([dec]) value for msg([dec]) under client([dec]) and entity([dec]).

**Explanation** Invalid low and high value for group registration.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENDPOINT: %s(%d) is in use under endpoint

**Explanation** Item is in use under endpoint.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-IN\_USE\_UNDER\_ENTITY: %s(%d) is in use under client %s(%d) and entity(%d)

**Explanation** Item is in use under client and entity.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-IPC\_PORT: Port name '[chars]' failure; reason is '[chars]'.

**Explanation** Creation or removal of the named port failed for IPC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-ISSU\_INIT\_NOT\_COMPLETE: %s

**Explanation** ISSU initialization has not been completed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-JID: Failed to get the local process JID with err %d

**Explanation** The system manager call to collect the job ID has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-MISSING\_ITEM\_IN\_REG: [chars]([dec]) is not available [chars] under client([dec]) and entity([dec])

**Explanation** Item is not available for registration.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-MSG\_NEGO\_RESULT\_CHUNK: Failed to %s element %x

**Explanation** The message negotiation result element could not be locked or freed, indicating an invalid element or corrupted memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-MSG\_SES\_IN\_MSG\_NOT\_FOUND: The intended session %d specified in received %s for client %s(%d) is not found.

**Explanation** No session could be found with the session ID specified in the received message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu session | include** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NON\_ISSU\_ID\_UNDER\_ENDPOINT: Non ISSU [chars]

**Explanation** Peer endpoint does not support ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NO\_PEER\_UID: No peer uid found at [chars]

**Explanation** No peer UID with this value was found registered in the ISSU database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NO\_UID: No uid (%d) registered with ISSU at %s

**Explanation** No uid with this value found registered in ISSU Database

**Recommended Action** Copy the error and send it to TAC who can contact ISSU infrastructure team to check why no uid with this value found registered in ISSU Database

**Error Message** %ISSU-3-NOT\_DUMMY\_CAP\_TYPE: Cap type([dec]) is not dummy one.

**Explanation** Cap type is not dummy.

**Recommended Action** Enter the **show issu cap type | grep cap type** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_FIND\_ENTITY: Can not find entity([dec]) under client([dec]).

**Explanation** Cannot find entity under the client.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_FIND\_FUNCT\_UNDER\_SESSION: Can not find [chars] under [chars] session([dec]).

**Explanation** Cannot find function under the session.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_FIND\_MSG\_SES: Can not find message session([dec]) [chars].

**Explanation** Cannot find message session.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_FIND\_UNDER\_ENDPOINT: Can not find [chars]([dec]) control block under endpoint.

**Explanation** Cannot find a control block under the endpoint.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_FIND\_UNDER\_ENTITY: Can not find [chars]([dec]) control block under client([dec]) and entity([dec]).

**Explanation** Cannot find a control block under the client and entity.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_FIND\_UNDER\_SESSION: Can not find [chars] ([dec]) under [chars] session([dec]).

**Explanation** Cannot find item under the session.

**Recommended Action** Enter the **show issu session | grep session id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_REG\_UNDER\_ENDPOINT: [chars] ([dec]) is not registered under endpoint.

**Explanation** Item is not registered under the endpoint.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NOT\_REG\_UNDER\_ENTITY: [chars] ([dec]) is not registered under client([dec]) and entity([dec])

**Explanation** Item is not registered under the client and entity.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NO\_UID: No uid ([dec]) registered with ISSU at [chars]

**Explanation** No UID with this value was found registered in the ISSU database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NULL\_CALLBACK\_UNDER\_ENDPOINT: [chars] callback is NULL for registration.

**Explanation** Callback is NULL for registration.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NULL\_CALLBACK\_UNDER\_ENTITY: [chars] callback is NULL for msg session registration under client([dec]) and entity([dec])

**Explanation** Callback is NULL for message session registration.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-NULL\_CALLBACK\_UNDER\_SESSION: Can not register null [chars] callback in [chars] session([dec]).

**Explanation** Cannot register NULL callback in the session.

**Recommended Action** Enter the **show issu session | grep session id** and **show issu fsm | grep session id** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-PEER\_IMAGE\_INCOMPATIBLE: Peer image (%s), version (%s) on peer uid (%d) is incompatible

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_IMAGE\_NOT\_IN\_INCOMP\_LIST: Peer image (%s), version (%s) on peer uid (%d) is not in the incompatible images list

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_IMAGE\_REM\_FROM\_INCOMP\_LIST: Peer image (%s), version (%s) on peer uid (%d) being removed from the incompatibility list

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_INCOMP\_SET: Peer incompatibility set for image (%s), version (%s) on peer uid (%d)

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PEER\_UID\_CB\_IS\_NULL: Peer uid control block is NULL

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-PROTO\_CLIENT\_ENTITY\_UNREG: Proto Client entity unreg for [chars] has failed

**Explanation** A protocol client has failed to unregister its entity with ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-PROTO\_CLIENT\_REG: Proto Client registration for [chars] has failed

**Explanation** Protocol client has failed to register with ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-REF\_TREE: %s reference tree %s failed

**Explanation** The AVL-based ISSU reference tree operation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-SESSION\_ID\_ERROR: Failed to %s session id %d for %s

**Explanation** A session ID related operation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-SESSION\_RENEGOTIATE: Client Attemptiong to renegotiate on session [dec]

**Explanation** A client is attempting to renegotiate a session without unregistering it and doing the negotiation over again. This is not allowed.

**Recommended Action** Unregister the message session first, and then reregister and attempt the negotiation.

**Error Message** %ISSU-3-SET\_UNKNOWN\_UID: Unknown unique\_id is set.

**Explanation** Platform team should provide distinctive identifier for the endpoint.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-TRANSPORT\_ERP\_UID\_CB\_IS\_NULL: Transport ERP uid control block is NULL

**Explanation** The peer client is incompatible.

**Recommended Action** Synchronize the configurations and reload the standby supervisor.

**Error Message** %ISSU-3-UNKNOWN\_ENTITY\_ID: Unknown entity id under client([dec])

**Explanation** There is an unknown entity ID under the specified client.

**Recommended Action** Enter the **show issu client | grep** *client id* command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-UNKNOWN\_ID\_UNDER\_ENDPOINT: Can not use unknown [chars].

**Explanation** Cannot use the specified unknown ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-UNKNOWN\_ID\_UNDER\_ENTITY: Unknown [chars] under client([dec]) and entity([dec])

**Explanation** Unknown ID under the specified client and entity.

**Recommended Action** Enter the **show issu client | grep** *client id* command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-VERSION\_LOWHIGH\_NOT\_MATCH\_TABLE\_SIZE: Version low([dec]) and high([dec]) value for msg([dec]) does not match table size([dec]) under client([dec]) and entity([dec]).

**Explanation** Version low and high values for the specified message do not match the specified table size.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-VERSION\_OUT\_OF\_ORDER: Msg version([dec],[dec]) is out of order for msg([dec]) under client([dec]) and entity([dec]).

**Explanation** The specified message version is out of order for the specified group registration.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-3-VERSION\_OUT\_OF\_RANGE: Msg version([dec],[dec]) is out of range for msg([dec]) under client([dec]) and entity([dec]).

**Explanation** The specified message version is out of range for the specified group registration.

**Recommended Action** Enter the **show issu client | grep client id** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU-4

**Error Message** %ISSU-4-FSM\_INCOMP: Version of local ISSU client [dec] in session [dec] is incompatible with remote side.

**Explanation** The protocol versions of the local and remote clients are incompatible. These clients cannot communicate with each other.

**Recommended Action** Use the **show version** and **show issu clients** commands to help verify that the software images are incompatible. Upgrade the software images on each unit to versions that are compatible. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-4-MSG\_INCOMP: Message([dec]) is incompatible under msg session([dec]).

**Explanation** The specified message is incompatible under the specified message session.

**Recommended Action** Enter the **show issu session | grep session id** and **show issu fsm | grep session id** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU-4-NEGO\_NOT\_FINISHED: Negotiation is not finished for client [dec], msg session([dec]).

**Explanation** Negotiation is not finished for the specified client and message session.

**Recommended Action** Enter the **show issu session | grep session id** and **show issu fsm | grep session id** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_CS Messages

This section contains ISSU configuration synchronization messages.

### ISSU\_CS-3

**Error Message** %ISSU\_CS-3-BULK\_CONFIG\_TR: [chars] [chars]

**Explanation** ISSU bulk configuration synchronization transformation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_CS-3-DL: [chars] [chars]

**Explanation** The ISSU configuration synchronization difference list is displayed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_CS-3-DL\_STATS: [chars] [dec] [chars]

**Explanation** ISSU configuration synchronization difference list statistics are displayed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_CS-3-LBL\_CONFIG\_TR: [chars] [chars]

**Explanation** ISSU line-by-line configuration synchronization transformation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_CS-3-SKL: [chars] [chars]

**Explanation** An ISSU configuration synchronization SKL operation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_CS\_DL\_MESSAGES Messages

This section contains ISSU configuration synchronization difference list messages.

### ISSU\_CS\_DL\_MESSAGES-3

**Error Message** %ISSU\_CS\_DL\_MESSAGES-3-DL\_CLI\_DUMP: [chars] [dec] [chars] [dec] [chars]

**Explanation** ISSU configuration synchronization difference list CLI generation statistics are displayed.

**Recommended Action** No action is required.

## ISSU\_ERROR Messages

This section contains ISSU error messages.

### ISSU\_ERROR-2

**Error Message** %ISSU\_ERROR-2-CLIENT\_INCOMPATIBLE: %s(%d): ISSU Client not compatible

**Explanation** The ISSU client is incompatible with the current version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-2-NEGO\_NOT\_DONE: %s(%d): ISSU Negotiation not complete

**Explanation** The ISSU client was unable to complete ISSU negotiation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-2-NTI\_EP\_TYPE\_REG: %s(%d): Failed to register EP type (%d) with NTI: %s (%d)

**Explanation** The ISSU client could not register the endpoint (EP) type with the Negotiation Trigger Infrastructure (NTI).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-2-NTI\_EP\_TYPE\_UNREG: %s(%d): Failed to unregister EP type (%d) with NTI: %s (%d)

**Explanation** The ISSU client could not unregister the endpoint type with NTI.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-2-NTI\_REG: %s(%d): Failed to register with NTI: %s (%d)

**Explanation** The ISSU client could not register with NTI.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-2-NTI\_UNREG: %s(%d): Failed to unregister with NTI: %s (%d)

**Explanation** The ISSU client could not be unregistered with NTI.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_ERROR-3

**Error Message** %ISSU\_ERROR-3-CAPENTRY\_REG: %s(%d): failed to register a capability entry (%s)

**Explanation** The ISSU client failed to register a capability entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CAPGROUP\_REG: %s(%d): failed to register a capability group (%s)

**Explanation** The ISSU client failed to register a capability group.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CAPTYPE\_REG: %s(%d): failed to register capability type (%s)

**Explanation** The ISSU client failed to register a capability type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CAP\_EXCHANGE: %s(%d): Capability exchange failed with error (%s)

**Explanation** The capability exchange failed and the ISSU client is unable to process the received capability.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CAP\_REG: %s(%d): failed to register its capabilities (%s)

**Explanation** The capabilities of the ISSU client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CF\_SEND: %s(%d): Client failed to send message (%d)

**Explanation** The ISSU client cannot send a negotiation message to a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CLIENT\_REG: %s(%d): Client failed to register (%s)

**Explanation** The ISSU client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-CLIENT\_REG\_FAILED: %s(%d): Client is not initialized

**Explanation** The ISSU client is not initialized. The negotiation for this client is not yet done.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-ENTITY\_REG: %s(%d): failed to register the entity (%s)

**Explanation** The ISSU entity could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-ENTITY\_UNREG: %s(%d): failed to unregister the entity (%s)

**Explanation** The ISSU entity could not be unregistered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-ICC\_SEND: %s(%d): Client failed to send message

**Explanation** The ISSU client cannot send a negotiation message to a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSGGROUP\_REG: %s(%d): failed to register a message group (%s)

**Explanation** The ISSU client cannot register a message group.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSGTYPE\_REG: %s(%d): failed to register a message type (%s)

**Explanation** The ISSU client cannot register a message type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_MTU: %s(%d): Client failed to get mtu for message %d (%s)

**Explanation** The ISSU client cannot get the MTU for the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_NOT\_OK: %s(%d): ISSU message type (%d) is not compatible

**Explanation** The ISSU process received a message not compatible with the running version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show message type** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_POLICY: %s(%d): Client failed to negotiate version for message type (%d), error (%s)

**Explanation** The ISSU client cannot negotiate the message type with a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MSG\_REG: %s(%d): failed to register its messages (%s)

**Explanation** Messages for the ISSU client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-MTU\_NOT\_ENOUGH: %s(%d): Requested buffer size (%d) is greater than the max MTU size (%d)

**Explanation** The checkpoint buffer size requested is greater than the maximum MTU size supported by the checkpoint feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-NEGO\_PROCESS: %s(%d): Cannot create process: %s

**Explanation** The process to negotiate the session for the specified ISSU client cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-REG\_ARBITRATE\_CALLBACK: %s(%d): Failed to register first speaker arbitration callback - %s)

**Explanation** The ISSU client could not register the first speaker arbitration callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-SESSION\_REG: %s(%d): session failed to register (%s)

**Explanation** The client's ISSU session could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-SESSION\_UNREG: %s(%d): session (%d) failed to unregister (%s)

**Explanation** The client's ISSU session could not be unregistered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-START\_NEGO\_FAILED: %s(%d): failed to start negotiation (%s)

**Explanation** The ISSU client cannot start its negotiation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-TRANSFORM\_FAILED: %s(%d): %s transformation failed (%s)

**Explanation** The transformation operation for the ISSU message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_ERROR-3-TRANSFORM\_FAILED\_DETAILED: %s(%d): %s transformation failed for message %d, endpoint %d (%s)

**Explanation** The transformation operation for the ISSU message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_PROCESS Messages

This section contains ISSU process messages.

### ISSU\_PROCESS-3-UNAVAILABLE

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s (%s)

**Explanation** Return code failure from calling UAM API.

**Recommended Action** Got unexpected rc from calling UAM API.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s (%s) parameters are wrong

**Explanation** The system could not be configured for ISSU

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** NVRAM variables are not set properly.

**Recommended Action** The issu commands or the hw-module command did not set the variables properly.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** Persistent variables are not set properly.

**Recommended Action** The issu commands or the hw-module command did not set the variables properly.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU configuration failed due to an IPC problem, a platform problem, or a rommon problem.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU loadversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. Standby is not HOT yet. 2. Active and/or Standby unit ID are wrong. 3. ISSU process is not in the INIT state. 4. Active and/or Standby image doesnt exist in flash. 5. Image names are not the same. 6. The configuration register value is not 0x2102

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU process IPC MSG Queue Setup encountered an error.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The ISSU process cannot continue with negotiation as it can't verify the peer's state.

**Recommended Action** Make sure the peer is present and try again. If the problem persists, send the output of 'show issu state' and 'show version' to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s

**Explanation** The rollback timer could not be configured

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s [ %s ]

**Explanation** The ISSU process IPC agent had an error.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s [ %s ]

**Explanation** The ISSU process RF client had an error.

**Recommended Action** Copy the error and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s [ %s ]

**Explanation** The ISSU process transform utility had an error.

**Recommended Action** Send the output of 'show version' from the Active and the Standby and send it to TAC.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: %s is loading the wrong image [ %s ], expected image [ %s ]

**Explanation** Wrong image is being loaded during ISSU process.

Check the detail state of ISSU process, make sure the right images are loaded on Active and on Standby.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: '%s' filesystem does not exist

**Explanation** Verification of the filesystem failed

**Recommended Action** The file needs to be downloaded to the flash disk

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: ISSU process is in progress; Changing configuration register might disrupt the upgrade process

**Explanation** The configuration register value should not be changed while the ISSU process is in progress

**Recommended Action** The low order byte of the configuration register should be 0x02 during the upgrade process

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu acceptversion; %s

**Explanation** The ISSU acceptversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. ISSU state in Active is not RunVersion. 2. Current Version doesn't exist in Active's rommon. 3. Primary Version doesn't exist in Active's rommon. 4. Primary Version and Current Version are not the same due to some error 5. Current

Version doesn't exist on Standby 6. The image names on Standby's Primary Version and Current Version are different 7. Secondary Version doesn't exist on Active 7. Active Secondary Version and Standby Current Version are different

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu commitversion; %s

**Explanation** The ISSU commitversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. Current ISSU state is not RunVersion 2. Secondary Version doesn't exist on Standby 3. Standby BOOT variable doesn't exist 4. The new image is not the first in BOOT on Standby 5. Active BOOT variable is not set 6. Primary Version on Active doesn't exist 7. New image is not the first in Active BOOT 8. Configuration register is not 0x2102

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu loadversion; %s

**Explanation** The ISSU abortversion command can be run only from the LoadVersion or RunVersion state

**Recommended Action** Please proceed to reinitializing the ISSU process

**Error Message** %ISSU\_PROCESS-3-UNAVAILABLE: issu runversion; %s

**Explanation** The ISSU runversion command did not fulfill the necessary criteria. This can happen due to the following conditions not being met. 1. Standby is not in RF STANDBY HOT state. 2. The ISSU system state is not LoadVersion. 3. Primary Version doesn't exist in Active's rommon. 4. Configuration register value is not 0x2102. 5. The ISSU state could not be set to RunVersion

**Recommended Action** Fix the error and try the command again

**Error Message** %ISSU\_PROCESS-4-UNAVAILABLE: %s

**Explanation** The peer has been determined to be incompatible and hence is being reloaded.

**Recommended Action** Send the output of 'show redundancy history' from the Active to TAC.

**Error Message** %ISSU\_PROCESS-7-UNAVAILABLE: %s

**Explanation** Debug commands for the ISSU process. The system is attempting to recover from an unknown error.

**Recommended Action** Send the output of 'show logging' to TAC for debugging purposes.

## ISSU\_PROCESS-3-ABORTVERSION

**Error Message** %ISSU\_PROCESS-3-ABORTVERSION: issu loadversion; %s

**Explanation** The ISSU **abortversion** command can be run only from the LoadVersion or RunVersion ISSU state.

**Recommended Action** Reinitialize the ISSU process.

**Error Message** %ISSU\_PROCESS-3-ACCEPTVERSION: issu acceptversion; %s

**Explanation** The ISSU **acceptversion** command did not execute because one of the following conditions was not met:

- The active supervisor was not in the RunVersion ISSU state.
- The active supervisor's ROMMON does not contain the current version.
- The active supervisor's ROMMON does not contain the primary version.
- The primary and current versions are not the same.
- The standby supervisor's ROMMON does not contain the current version.
- The standby supervisor's current and primary image names are different.
- The active supervisor does not have the secondary version.
- The active's secondary version and the standby's current version are different.

**Recommended Action** Correct the condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-COMMITVERSION: issu commitversion; %s

**Explanation** The ISSU **commitversion** command did not execute because one of the following conditions was not met:

- The current ISSU state is not RunVersion.
- The secondary version does not exist on the standby supervisor.
- The standby BOOT variable does not exist.
- The new image is not the first in BOOT on the standby supervisor.
- The active BOOT variable is not set.
- The primary version does not exist on the active supervisor.
- The new image is not the first in the active BOOT.
- The configuration register is not 0x2102.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-CONFIGREG: ISSU process is in progress; Changing configuration register might disrupt the upgrade process

**Explanation** The configuration register value should not be changed while the ISSU process is in progress.

**Recommended Action** The low-order byte of the configuration register should be 0x02 during the upgrade process.

**Error Message** %ISSU\_PROCESS-3-FILESYS: '[chars]' filesystem does not exist

**Explanation** Verification of the file system failed.

**Recommended Action** Download the file to the flash disk.

**Error Message** %ISSU\_PROCESS-3-IMAGE: %s is loading the wrong image [ %s ], expected image [ %s ]

**Explanation** The wrong image is being loaded during the ISSU process.

**Recommended Action** Check the detail state of the ISSU process and make sure that the correct images are loaded on the active and standby supervisors.

**Error Message** %ISSU\_PROCESS-3-IPC\_AGENT: [chars] [ [chars] ]

**Explanation** The ISSU process IPC agent had an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-IPC\_MSG: %s

**Explanation** An error occurred in the setup of the interprocess communication (IPC) message queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-LOADVERSION: %s

**Explanation** The ISSU **loadversion** command did not execute because one of the following conditions was not met:

- The standby device is not yet in the HOT state.
- The active or standby device's unit ID is wrong.
- The ISSU process is not in the INIT state.
- The active or standby image does not exist in flash memory.
- The active and standby image names are not the same.
- The configuration register value is not 0x2102.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-NVRAM: [chars]

**Explanation** NVRAM variables are not set properly.

**Recommended Action** The ISSU commands or the hardware module command did not set the variables properly. Fix the error and retry the command.

**Error Message** %ISSU\_PROCESS-3-PARAMETERS: [chars] ([chars]) parameters are wrong

**Explanation** The system could not be configured for ISSU.

**Recommended Action** Fix the error and retry the command.

**Error Message** %ISSU\_PROCESS-3-PEER: %s

**Explanation** The ISSU process cannot continue with negotiation because it cannot verify the peer's state.

**Recommended Action** Make sure the peer is present and try again. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show version**, and **show issu state** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-PRST: %s

**Explanation** The specified persistent variables are not set properly.

**Recommended Action** Check the ISSU commands and the **hw-module** command to determine whether the specified variables are set properly.

**Error Message** %ISSU\_PROCESS-3-RF: [chars] [ [chars] ]

**Explanation** The ISSU process RF client had an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-ROLLBACK\_TIMER: [chars]

**Explanation** The rollback timer could not be configured.

**Recommended Action** Fix the error and retry the command.

**Error Message** %ISSU\_PROCESS-3-RUNVERSION: issu runversion; %s

**Explanation** The ISSU **runversion** command did not execute because one of the following conditions was not met:

- The standby device is not in the RF STANDBY HOT state.
- The current ISSU state is not LoadVersion.
- The primary version image does not exist in the active supervisor's ROMMON.
- The configuration register value is not 0x2102.
- The ISSU state could not be set to RunVersion.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-SYSTEM: [chars]

**Explanation** The system could not be configured for ISSU.

**Recommended Action** Correct the error condition and retry the command.

**Error Message** %ISSU\_PROCESS-3-TRANSFORM: [chars] [ [chars] ]

**Explanation** The ISSU process transform utility had an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ISSU\_PROCESS-3-UAM: %s

**Explanation** An unexpected return code failure was received from the Upgrade Analysis Module (UAM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ISSU\_PROCESS-7

**Error Message** %ISSU\_PROCESS-7-DEBUG: %s

**Explanation** This message displays debug commands for the ISSU process. The system is attempting to recover from an unknown error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show logging** commands and your pertinent troubleshooting logs.

## ISSU\_PROXY Messages

This section contains ISSU proxy messages.

### ISSU\_PROXY-3

**Error Message** %ISSU\_PROXY-3-ISSU\_PROXY\_TIMEOUT: ICC Timed Out after waiting for %dsecs.

**Explanation** The ISSU proxy on the route processor initiated an asynchronous intercard communication (ICC) call to the switch processor to perform an ISSU command. This call did not return within the wait period.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### IVR-3-UNAVAILABLE

**Error Message** %IVR-3-UNAVAILABLE: %s: Failed to create pool\_group %x buffer\_pool %x platform\_mc\_buf\_pool\_count %d

**Explanation** No IO memory to create IVR private pak pool

**Recommended Action** Check to see if there is enough IO memory.

**Error Message** %IVR-3-UNAVAILABLE: %s: This version of IOS does not support prompt playout for IVR applications.

**Explanation** This error will be displayed if an IVR application is used on a gateway that does not support IVR prompt playout.

**Recommended Action** Ensure that this platform and IOS version support the IVR feature set.

**Error Message** %IVR-3-UNAVAILABLE: Could not create IVR prompt %s errno=%d=%s

**Explanation** Could not read in the IVR prompt

**Recommended Action** Check that prompt exists on the server, and is readable.

**Error Message** %IVR-3-UNAVAILABLE: Could not load IVR script %s errno=%d=%s

**Explanation** Could not read in the IVR script

**Recommended Action** Check that script exists on the server, and is readable.

**Error Message** %IVR-3-UNAVAILABLE: IVR: Sytem running on low memory. Free memory: %l bytes. Call is rejected.

**Explanation** System does not have enough memory to accept calls

**Recommended Action** Check to see what is causing low system memory.

**Error Message** %IVR-3-UNAVAILABLE: Script requires version %d.%d, image supports %d.%d

**Explanation** IVR Script requires a higher IVR infrastructure version

**Recommended Action** Upgrade IOS, or use a different script

**Error Message** %IVR-3-UNAVAILABLE: TCL IVR Process PANIC: %s, CallID %d, Event %s

**Explanation** TCL IVR Call process panic and exited abnormally

**Recommended Action** Contact your technical support representative, include the full text of the error message.

**Error Message** %IVR-3-UNAVAILABLE: Unable to create internal interface descriptor

**Explanation** There are insufficient resources to create a necessary data structure.

**Recommended Action** Verify that there is sufficient main memory.

## IXP\_MAP Messages

This section contains ESF network processor client mapper (IXP\_MAP) messages.

### IXP\_MAP-3

**Error Message** %IXP\_MAP-3-ATOM: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the ATOM ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in

the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-DROP\_BLOCK: [chars] error detected - [hex] [hex] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor drop block allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-EXMEM: [chars] [chars] error detected - [chars] ([dec])

**Explanation** An error was detected managing the external memory of a network processor.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-HQF: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the HQF ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-INITFAIL: Initialization Failed - [chars]: [chars] [chars]

**Explanation** Memory needed to service one or more network processors could not be initialized.

**Recommended Action** Try to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-INTF: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the interface ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-LOCK\_BLOCK: [chars] error detected - [hex] [dec] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor lock bit allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-LOCK\_LIST: [chars] error detected - [hex] [dec] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor lock bit allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-MAXEXCEED: ESF NP Mapper Max Services Exceeded - [chars]: [chars] [dec]

**Recommended Action** Change the configuration to reduce the number of services configured. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-MPLSOGRE: [chars] error detected: [chars] [chars] [hex]  
[hex]

**Explanation** A software programming error for the MPLSOGRE ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NOMEM: Memory Allocation Failure - [chars] :  
[chars] ( [hex] )

**Explanation** Memory required to service one or more network processors could not be allocated.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform to service all the features and related entities enabled by the configuration. Attempt to reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NOMEM\_S: Memory Allocation Failure - [chars]: [chars]  
[chars]

**Explanation** Memory required to service one or more network processors could not be allocated.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform to service all the features and related entities enabled by the configuration. Attempt to reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NOTFOUND: ESF NP Client Mapper - [chars]: [chars] [hex]

**Explanation** The ESF network processor client mapper could not locate a required software element.

**Recommended Action** Try to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-NPUNKNOWN: Unsupported NP - [chars]: [chars] [chars]

**Explanation** An unsupported network processor has been detected.

**Recommended Action** Verify that the correct Cisco IOS image is loaded on the affected card or platform for the configured features. If the error persists,

**Recommended Action** Verify that the correct Cisco IOS image is loaded on the affected card or platform for the configured features. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-QOS: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the QOS ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-QOS\_CONFIG: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A configuration error for the QoS ESF network processor client mapper was detected. This configuration error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition.

**Recommended Action** Change the configuration to correct the QoS ACL configuration problem. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-STATS\_BLOCK: [chars] error detected - [hex] [hex] [dec] [dec] [dec]

**Explanation** An error was detected during the processing of ESF network processor statistics block allocations.

**Recommended Action** This is a software programming error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-4-STUCK: Client ID([hex], [hex]) not ready on [chars]

**Explanation** During reset of the ESF network processor, one or more network processor clients had not completed stop processing.

**Recommended Action** The system should still operate normally, however, statistics or state collected before the ESF network processor was reset may have been lost. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve

the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-TTFIB: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the VPLS ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-VPLS: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the VPLS ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-3-WRED: [chars] error detected: [chars] [chars] [hex] [hex]

**Explanation** A software programming error for the WRED ESF network processor client mapper was detected.

**Recommended Action** This software programming error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. If the error persists, reset the affected device. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## IXP\_MAP-4

**Error Message** %IXP\_MAP-4-IPC\_FAIL: ESF IPC Command failed - [chars] NP=[chars] (cmd=[dec] me=[dec] rc=[dec])

**Explanation** An IPC command sent to the ESF network processor has failed.

**Recommended Action** This error indicates a possible problem with the network processor hardware or microcode. Reload the affected hardware to clear the condition. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-4-QUEUE\_LIMIT\_EXCEED: Warning: Line card default queue-limit exceeds the maximum transmit packet buffers ([dec]). To ensure high priority traffic is not dropped, apply a QoS policy on each interface and adjust the queue-limit so that the total of the queue-limits on this line card is less than the maximum transmit packet buffers.

**Explanation** An error for the HQF ESF network processor client mapper was detected. The total of the default queue limits exceeds the maximum transmit packet buffers for this line card. Under high-traffic conditions, the line card may run out of packet buffers and drop high-priority traffic.

**Recommended Action** This configuration error is not considered fatal to the operation of the ESF network processors. The software is designed to detect and report the error condition. Apply the QoS policy configuration in the output direction of each interface. Adjust the queue limit so that the total of the queue limits on this line card is less than the maximum transmit packet buffers. (**policy-map**

**qlimit; class class-default; queue-limit 10000; interface Gig1/0/0; service policy output qlimit).** If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show policy-map interface** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %IXP\_MAP-4-STUCK: Client ID(0x%x, 0x%08X) not ready on %s

**Explanation** During reset of the ESF Network Processor, one or more Network Processor Clients had not completed stop processing.

**Recommended Action** The system should still operate normally, however, statistics or state collected before the ESF Network Processor was reset may have been lost. If the error persists, record the output from the **show log** and **show tech** commands. Provide this information to your technical support representative.

## KERBEROS-3

**Error Message** %KERBEROS-3-UNAVAILABLE: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

## KEYMAN Messages

This section contains key string encryption (KEYMAN) messages.

### KEYMAN-4

**Error Message** %KEYMAN-4-KEYSTR\_BAD\_CRYPTO: Bad encrypted keystring for key id [dec].

**Explanation** The system could not successfully decrypt an encrypted key string. The key string may have been corrupted during system configuration.

**Recommended Action** Reenter the key string command, and reconfigure the key string.

**Error Message** %KEYMAN-4-KEYSTR\_CRYPT0\_TYPE: Type [dec] encryption unknown.  
Interpreting keystring as literal

**Explanation** The system does not recognize the format type. A key string format type value of 0 (unencrypted key string) or 7 (hidden key string), followed by a space, can precede the actual key string to indicate its format. An unknown type value will be accepted, but the system will consider the key string as being unencrypted.

**Recommended Action** Use the correct format for the value type or remove the space following the value type.

## KINEPAK-3

**Error Message** %KINEPAK-3-UNAVAILABLE: Cannot create message buffer

**Explanation** A software error occurred resulting in failure to create a message buffer to send messages among processes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Cannot create particle pool

**Explanation** A software error occurred resulting in failure to create a particle pool to receive packets from DSP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Cannot find dspware %s component

**Explanation** A software error occurred resulting in failure to download a dspware component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Contiguous packet sent for transmit

**Explanation** A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: No dsp entry in dsp list

**Explanation** The software structure that is used to maintain the DSP instance is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: No particle available for ingress packet

**Explanation** A software error occurred resulting in failure to obtain a particle to hold an ingress packet from DSP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: Static receive paktype unavailable

**Explanation** A software structure was found in an unexpected state during run-time for the indicated DSP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %KINEPAK-3-UNAVAILABLE: dsp%d cannot download dspware %s

**Explanation** A software error occurred resulting in failure to download a dspware component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## KEYSTORE\_SP Messages

This section contains keystore (KEYSTORE) messages.

### KEYSTORE\_SP-3

**Error Message** %KEYSTORE\_SP-3-HW\_BAD\_EEPROM\_ERR: Bad EEPROM cell reported in hardware keystore.

**Explanation** A cell in the keystore EEPROM has failed. Write operations are not producing correct results.

**Recommended Action** Report this error to your Cisco technical support representative and arrange to have the hardware keystore on the supervisor card replaced.

## LANMGR Messages

**Error Message** %LANMGR-4-BADRNGNUM: Ring number mismatch on [chars], shutting down the interface

**Explanation** The router detected a conflict in assigned ring numbers for the specified Token Ring. The Ring Parameter Server (RPS) function was shut down to prevent potentially incorrect information from being sourced onto the ring.

**Recommended Action** Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

## L2 Messages

This section contains Layer 2 (L2) messages.

### L2-3

**Error Message** L2-3-DUP\_REG: L2 Forwarding Engine: [chars] Attempt to program duplicate MAC address

**Explanation** There was an attempt to program a duplicate MAC address in the match registers. [chars] indicates the source of the attempt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_AGING Messages

This section contains Layer 2 aging (L2\_AGING) messages.

### L2\_AGING-2

**Error Message** %L2\_AGING-2-DEC\_EN\_FAIL: Failed to initialize Distributed EtherChannel

**Explanation** One or more resources that are required for the distributed EtherChannel operation are in use.

**Recommended Action** Remove the monitor session reserved for service modules by entering the **no monitor session service module** command, and then try to reinitialize the operation.

**Error Message** %L2\_AGING-2-MALLOC\_FAIL: [chars]: Failed to allocate memory for bitlist

**Explanation** There was no memory available to create the bit list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_AGING-2-SIG\_INST\_FAIL: [chars]: Failed to install signal handler

**Explanation** A signal handler could not be installed for a process that involves Layer 2 aging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_APPL Messages

This section contains Layer 2 application (L2\_APPL) messages.

### L2\_APPL-0

**Error Message** %L2\_APPL-0-TASK\_SPAWN\_FAIL: Failed to spawn task "[chars]"

**Explanation** The specified initializing task failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2\_APPL-4

**Error Message** %L2\_APPL-4-MAC\_MOVE: Host [enet] is flapping between port [chars] and port [chars]

**Explanation** A host is going up and down between ports.

**Recommended Action** Examine the network for possible loops.

**Error Message** %L2\_APPL-4-MAC\_USAGE: MAC usage is currently [dec]%

**Explanation** MAC usage is exceeded for the Layer 2 monitoring feature.

**Recommended Action** No action is required.

**Error Message** %L2\_APPL-4-UNKMMSG: Unknown received message [dec]

**Explanation** An internal error occurred. There might be a mismatch between image versions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_ASIC Messages

This section contains Layer 2 forwarding engine messages.

### L2\_ASIC-0

**Error Message** %L2\_ASIC-0-FATAL\_INTR: L2 Forwarding Engine: fatal interrupt: int status [hex],  
int mask [hex]

**Explanation** Critical interrupts indicate that EARL may no longer be functioning.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2\_ASIC-1

**Error Message** %L2\_ASIC-1-SCP\_Q\_CREATE\_FAIL: Failed to create L2 Forwarding Engine SCP queue

**Explanation** SCP queue creation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-1-TASK\_CREATE\_FAIL: Failed to create L2 Forwarding Engine fatal interrupt patch task

**Explanation** A task creation failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-1-THRO\_RES\_ALLOC\_FAIL: Failed to allocate throttle resource

**Explanation** Throttle resource allocation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_ASIC-2

**Error Message** %L2\_ASIC-2-L2L3\_SEQ\_ERR: L2 Seq #[hex], L3 Seq #[hex], L2L3 Mismatch seq #[hex]

**Explanation** A Layer 2 forwarding engine Layer 2-to-Layer 3 sequence error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-2-PARITY\_ERR: L2 Forwarding Engine: parity intr #[dec]: address [hex], Data: [hex], [hex], [hex], [hex]

**Explanation** A parity error was detected while accessing the forwarding table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-2-RESET\_LC: Resetting the linecard [dec]. Error code [dec]

**Explanation** Failed to receive an SCP response or received a response with a status of not-ok.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-2-SEQ\_ERR: [chars] seq. error: Seq #[hex], Intr. status #[hex], Cntrl1 #[hex], Cntrl2 #[hex]

**Explanation** A Layer 2 forwarding engine sequence error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2\_ASIC-4

**Error Message** %L2\_ASIC-4-INV\_MSG: Received [chars] message from slot [dec]

**Explanation** A message was received from an invalid line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_ASIC-4-INV\_REG: L2 Forwarding Engine: Attempt to [chars] invalid register

**Explanation** An internal error has occurred. An attempt was made to read or write to an invalid Layer 2 forwarding engine register.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# L2TP Messages

This section contains Layer 2 Tunneling Protocol (L2TP) messages.

## L2TP-3

**Error Message** %L2TP-3-CRITICAL: %s

**Explanation** An critical event was processed by the Layer 2 Tunneling Protocol (L2TP) subsystem.

**Recommended Action** No action is required.

**Error Message** %L2TP-3-ILLEGAL: %s: %s

**Explanation** An illegal event was processed by the Layer 2 Tunneling Protocol (L2TP) subsystem.

**Recommended Action** No action is required.

## L2TP-5

**Error Message** %L2TP-5-IGNOREICMPMTU: Ignoring received ICMP Type 3 Code 4, due to pmtu min or max setting

**Explanation** An ICMP Type 3 Code 4 packet has been received, indicating that fragmentation is needed, but the 'don't fragment' (DF) bit is set. This packet has specified a next-hop MTU that is smaller or greater than the current minimum or maximum path MTU discovery MTU value. The ICMP packet was ignored and the MTU has not been changed.

**Recommended Action** To allow the ICMP packet to be accepted and used to decrease or increase the MTU, enter the **vpdn pmtu min** command to decrease the minimum MTU allowed and enter the **vpdn pmtu max** command to increase the maximum MTU that is allowed. The minimum value specified is the minimum MTU that is allowed, and the maximum value specified is the maximum MTU that is allowed.

## L2TUN Messages

This section contains Layer 2 Tunneling Protocol (L2TUN) messages.

### L2TUN-3

**Error Message** %L2TUN-3-ILLEGAL: %s

**Explanation** An illegal event was processed by the Layer 2 Tunneling (L2TUN) subsystem.

**Recommended Action** No action is required.

## L2\_MMC Messages

This section contains Layer 2 MAC move counter (L2\_MMC) messages.

### L2\_MMC-3

**Error Message** %L2\_MMC-3-TASK\_SPAWN\_FAIL: L2 MMC process cannot be created

**Explanation** The Layer 2 MAC move counters (MMC) process cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2\_MMC-4

**Error Message** %L2\_MMC-4-MMC\_FIRST: MAC Move(s) are detected

**Explanation** The feature is enabled and the first MAC move(s) have been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2\_MMC-4-MMC\_MAX: Maximum limit for MAC move counters exceeded for vlan %d

**Explanation** The maximum limit has been exceeded for MAC move counters (MMC) on the specified VLAN.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_ASIC Messages

This section contains Layer 3 CEF engine messages.

### L3\_ASIC-1

**Error Message** %L3\_ASIC-1-ERR\_NF\_PARITY: Netflow table parity error can't be fixed by software.

**Explanation** NetFlow table parity errors are too many to be fixed by software.

**Recommended Action** Reload the system. If the messages continue for the same module after a reload, contact your Cisco technical support representative and provide the output of the **show module** command to obtain a replacement for that module.

### L3\_ASIC-4

**Error Message** %L3\_ASIC-4-ERR\_INTRPT: Interrupt [chars] occurring in L3 CEF Engine.

**Explanation** An error interrupt is occurring for the Layer 3 CEF engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show earl status** command on the consoles of the switch supervisor and any DFC-enabled line cards to gather data that may help identify the cause of the error. Research and attempt to resolve

the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_COMMON Messages

This section contains Layer 3 common ISSU messages.

### L3\_COMMON-3

**Error Message** %L3\_COMMON-3-ERROR: %s

**Explanation** An error has occurred in the Layer 3 in-service software upgrade (ISSU) process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### L2CAC-5

**Error Message** \%L2CAC-5-UNAVAILABLE: VC %d/%d bandwidth is not enough. Total bandwidth is %d cps, but requires %d cps

**Explanation** VC bandwidth is not enough, Need to increase the bandwidth .

**Recommended Action** To support this call, VC bandwidth the sustained cell rate has to be increased to accomidate the new calls.

## L2CTRL-3

**Error Message** %L2CTRL-3-UNAVAILABLE: Subsystem %s fails to add callback function %s

**Explanation** Other subsystem must have mistakenly add its own callback functions. This syslog is for debugging purpose.

**Recommended Action** LOG\_STD\_NO\_ACTION

## L2MCAST\_SNOOP-4

**Error Message** %L2MCAST\_SNOOP-4-FORCE\_MAC\_FORWARDING: Force to do MAC-based forwarding because an IP multicast DMAC is configured while IP-based forwarding is enabled on this VLAN %d. Suggest to configure static multicast group instead.

**Explanation** Configuring multicast group address can avoid address aliasing problem

**Recommended Action** Either change to MAC-based forwarding using command 'multicast snooping lookup mac' or configure group ip address using command 'ip/ipv6 igmp/mld snooping static interface'

**Error Message** %L2MCAST\_SNOOP-4-UNAVAILABLE: Failed creation of GIP/SIP entry, exceeded VLAN (%d) limit (%d) of IPv%d state entries.

**Explanation** Maximum state entry limit is exceeded and thus no new (\*,G)/(S,G) state entries can be created by L2 multicast snooping. Receivers for these GIP/SIP entries may not be able to receive traffic

**Recommended Action** Reduce the number of (\*,G)/(S,G) entries in this VLAN or increase the state limit. Another alternative is to configure static entries for those groups that should not be subjected to the state limit

**Error Message** %L2MCAST\_SNOOP-4-UNAVAILABLE: Force to do MAC-based forwarding because an IP multicast DMAC is configured while IP-based forwarding is enabled on this VLAN %d. Suggest to configure static multicast group instead.

**Explanation** Configuring multicast group address can avoid address aliasing problem

**Recommended Action** Either change to MAC-based forwarding using command 'multicast snooping lookup mac' or configure group ip address using command 'ip/ipv6 igmp/mld snooping static interface'

**Error Message** %L2MCAST\_SNOOP-4-UNAVAILABLE: VLAN (%d) limit is already exceeded after decreasing the limit.L2 multicast snooping must be disabled and enabled for lowerlimit to take effect.

**Explanation** After the maximum state entry limit is decreased, the number of L2 multicast snooping states is now greater than the limit.In order to make the smaller limit take effect, snooping must be disabled on the VLAN and then re-enabled.

**Recommended Action** Disable and re-enable L2 multicast snooping on the VLAN.

## L2MCAST\_SNOOP-6

**Error Message** %L2MCAST\_SNOOP-6-ETRACK\_LIMIT\_EXCEEDED: %s snooping on VLAN %d was trying to allocate more explicit-tracking entries than what allowed global limit (%d) or the limit on the VLAN (%d). Potential multicast traffic disruption may occur. Increase limit if not intended so.

**Explanation** The allocation of explicit-tracking entries is bounded to avoid the IGMP/MLD snooping hogs the system resources

**Recommended Action** Reduce the number of (s,g) channels or number of receivers. When explicit-tracking database is overflow, new membership for any channel will not be tracked and it may cause high leave latency when those members leave a channel. Another alternative is to increase the limit from the config mode through the CLI 'ip/ipv6 igmp/mld snooping explicit-tracking-limit ' globally and on the VLAN. But note increasing the value of max-entries could create crash due to high use of system resources

**Error Message** %L2MCAST\_SNOOP-6-UNAVAILABLE: %s snooping on VLAN %d was trying to allocate more explicit-tracking entries than what allowed global limit (%d) or the limit on the VLAN (%d). Potential multicast traffic disruption may occur. Increase limit if not intended so.

**Explanation** The allocation of explicit-tracking entries is bounded to avoid the IGMP/MLD snooping hogs the system resources

**Recommended Action** Reduce the number of (s,g) channels or number of receivers. When explicit-tracking database is overflow, new membership for any channel will not be tracked and it may cause high leave latency when those members leave a channel. Another alternative is to increase the limit from the config mode through the CLI 'ip/ipv6 igmp/mld snooping explicit-tracking-limit ' globally and on the VLAN. But note increasing the value of max-entries could create crash due to high use of system resources

**Error Message** %L2MCAST\_SNOOP-6-UNAVAILABLE: IP-based forwarding is restored on VLAN %d

**Explanation** The static multicast MAC are all removed. Restore IP-based forwarding

**Recommended Action** The message is for information only

## L2MC\_QUERIER-4

**Error Message** %L2MC\_QUERIER-4-UNAVAILABLE: The %s querier cannot send out General Query messages in VLAN %d because there is no IP address configured on the system.

**Explanation** An IP address should be specified for the IGMP/MLD querier either at the global or per VLAN level.

**Recommended Action** Configure a source IP address for the IGMP/MLD querier.

**Error Message** %L2MC\_QUERIER-4-UNAVAILABLE: The %s querier is operationally disabled in VLAN %d because %s snooping has been disabled in this VLAN.

**Explanation** IGMP/MLD snooping has been detected as being disabled on this VLAN. The IGMP/MLD querier function should not be operationally enabled when IGMP/MLD snooping is disabled.

**Recommended Action** Ensure that IGMP/MLD snooping is enabled globally and on the VLAN reported.

**Error Message** %L2MC\_QUERIER-4-UNAVAILABLE: The %s querier is operationally disabled in VLAN %d because PIM has been enabled on the SVI.

**Explanation** PIM has been detected on the SVI. The IGMP/MLD querier function should not be operationally enabled when PIM is enabled on the SVI.

**Recommended Action** Ensure that PIM is disabled on the SVI.

## L2MC\_QUERIER-6

**Error Message** %L2MC\_QUERIER-6-UNAVAILABLE: The %s querier is now operationally enabled in VLAN %d because %s snooping is no longer disabled.

**Explanation** IGMP/MLD snooping has now been enabled and, as a result, the IGMP/MLD querier function has now been enabled.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %L2MC\_QUERIER-6-UNAVAILABLE: The %s querier is now operationally enabled in VLAN %d because PIM is no longer enabled on the SVI.

**Explanation** PIM has been disabled on the SVI and, as a result, the IGMP/MLD querier function has now been enabled.

**Recommended Action** LOG\_STD\_NO\_ACTION

## L2MMC

**Error Message** %L2 MMC-4-MMC\_FIRST: MAC Move(s) are detected

**Explanation** After the feature is enabled, the first Mac Move(s) are happening

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2R-4

**Error Message** %L2R-4-UNAVAILABLE: Invalid L2R message (msg\_type %x) received from UID %d at line %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2R-4-UNAVAILABLE: fragmentation error (s\_uid = %x) received

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L2R-4-UNAVAILABLE: l2r uid %d drop packet (type %x) from/to uid %d when %s

**Explanation** drop packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2TM-3

**Error Message** %L2TM-3-UNAVAILABLE: Tcam access failed while %s

**Explanation** Failed to read/write from/to tcam.

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L2TM-7

**Error Message** %L2TM-7-UNAVAILABLE: Internal error: %s

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_MGR Messages

This section contains Layer 3 manager messages.

### L3\_MGR-3

**Error Message** %L3\_MGR-3-ERROR: %s: %s

**Explanation** An error has occurred in the Layer 3 in-service software upgrade (ISSU) process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3\_MGR\_ISSU Messages

This section contains Layer 3 in-service software upgrade (ISSU) manager messages.

### L3\_MGR\_ISSU-3

**Error Message** %L3\_MGR\_ISSU-3-ERROR: %s: %s

**Explanation** An error has occurred in the Layer 3 ISSU manager process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# L3MM Messages

This section contains Layer 3 Mobility Manager (L3MM) messages.

## L3MM-4

**Error Message** %L3MM-4-AP\_DB\_ADD: Failed to add AP to DB { AP: [enet], [IP\_address] }

**Explanation** The L3MM failed to add the entry for the specified access point (AP) into the AP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-AP\_DB\_DEL: Failed to delete AP from DB { AP: [enet], [IP\_address] }

**Explanation** The L3MM failed to delete the entry for the specified AP from the AP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-DUP\_AP\_IPADDR: AP [enet] is requesting ip [IP\_address] which is being used by another AP

**Explanation** The L3MM detected that an access point requested an IP address that is being used by another access point in the network.

**Recommended Action** Change the IP address of one of the two access points.

**Error Message** %L3MM-4-DUP\_IPADDR: MN [enet] is requesting ip [IP\_address] which is being used by MN [enet]

**Explanation** The L3MM detected that a mobile node requested an IP address that is being used by another mobile node in the network.

**Recommended Action** Change the IP address of one of the two mobile nodes.

**Error Message** %L3MM-4-INIT\_FAIL: Initialization failure; reason: [chars]

**Explanation** The L3MM failed to initialize due to the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MALLOC\_FAIL: Memory allocation failure [chars]

**Explanation** The L3MM failed to allocate memory that was needed to perform an operation or to respond to an event.

**Recommended Action** Increase the memory on the router processor of the supervisor engine.

**Error Message** %L3MM-4-MN\_IPDB\_ADD: Failed to add MN to MN DB { MN: [enet], [IP\_address] }

**Explanation** The L3MM failed to add the entry for the specified mobile node into the mobile node IP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MN\_IPDB\_DEL: Failed to delete MN from IP DB { MN: [enet], [IP\_address] }

**Explanation** The L3MM failed to delete the entry for the specified mobile node from the mobile node IP database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MN\_MACDB\_ADD: Failed to add MN to MAC DB { MN: [enet], AP: [IP\_address] }

**Explanation** The L3MM failed to add the entry for the specified mobile node into the mobile node MAC database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %L3MM-4-MN\_MACDB\_DEL: Failed to delete MN from MAC DB { MN: [enet], [IP\_address], AP: [IP\_address], WNID: [dec] }

**Explanation** The L3MM failed to delete the entry for the specified mobile node from the mobile node MAC database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## L3MM-5

**Error Message** %L3MM-5-WLAN: Wireless LAN Module in slot [dec] is [chars]

**Explanation** The L3MM detected a change in the state of the wireless LAN module in the specified slot. If the module is now on line, the L3MM starts accepting access-point and mobile-node registrations from the WDS on the module. If the module is now off line, the L3MM purges all access points and mobile nodes received from the module.

**Recommended Action** No action is required.

**Error Message** %L3MM-5-WLAN\_COMM\_ABORT: Communication with Wireless LAN Module in slot [dec] aborted ([chars])

**Explanation** The L3MM detected a communication failure with the wireless LAN module specified in the error message above. The L3MM will respond by purging its access point and mobile node databases as if the module went offline. However, the module will not be reset by the L3MM.

**Recommended Action** No action is required.

**Error Message** %L3MM-5-WLAN\_PWR\_DN: Wireless LAN Module in slot [dec] will be powered down, another module is already active

**Explanation** The L3MM detected a wireless LAN module trying to come online, while another module was already functional as the active wireless LAN module. The L3MM does not support more than one wireless LAN module on line in the chassis at a given time, which is why this module will be powered down.

**Recommended Action** No action is required.

## L3TCAM Messages

This section contains Layer 3 TCAM Manager (L3TCAM) messages.

### L3TCAM-3

**Error Message** %L3TCAM-3-SIZE\_CONFLICT: [chars] requires enabling extended routing

**Explanation** The TCAM entry has not been configured to enable extended routing. In order to support this feature, it is required that the TCAM entry be configured to enable extended routing.

**Recommended Action** Modify the Switch Database Management template so that the switch is enabled to support the 144-bit Layer 3 TCAM. Enter the **sdm prefer extended-match**, **sdm prefer access extended-match**, or **sdm prefer routing extended-match** global configuration command, then reload the switch by entering the **reload** privileged EXEC command.

**Error Message** %L3TCAM-3-TOO\_MANY\_VRF: Exceed the maximum number of VRF allowed

**Explanation** The number of VPNs has exceeded the maximum number of VPNs that are allowed in the VPN routing and forwarding table on this hardware platform.

**Recommended Action** Reconfigure your switch to limit the number of VRFs. Do not define more than seven VRFs when you are entering the **ip vrf vrf-name** command, with *vrf-name* being the name of the VRF instance, in global configuration mode.

## LACP Messages

This section contains Link Aggregation Control Protocol (LACP) messages.

### LACP-4

**Error Message** %LACP-4-MULTIPLE\_NEIGHBORS: Multiple neighbors detected on %s

**Explanation** The Link Aggregation Control Protocol (LACP) detected multiple neighbors on the specified interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### LANCE-1

**Error Message** %LANCE-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %LANCE-1-UNAVAILABLE: msgtxt\_memoryerror

**Explanation** An Ethernet interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

## LANCE-3

**Error Message** %LANCE-3-UNAVAILABLE: Unit %d, spurious IDON interrupt, csr%d=0x%04x

**Explanation** An Ethernet interface generated a spurious Initialization Done interrupt.

**Recommended Action** Repair or replace the controller.

**Error Message** %LANCE-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** The Ethernet hardware is requesting data faster than the system can supply it. This condition might indicate that the system is at the limit of its performance.

**Recommended Action** A small number of underflows might not be a cause for concern. You can monitor underflows with the show interface command. Reducing the load on the router or installing a higher-performance router should alleviate this problem.

**Error Message** %LANCE-3-UNAVAILABLE: msgtxt\_badcable

**Explanation** Ethernet cable is not connected.

**Recommended Action** Check Ethernet cable connection.

**Error Message** %LANCE-3-UNAVAILABLE: msgtxt\_badunit

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %LANCE-3-UNAVAILABLE: msgtxt\_ownership

**Explanation** An Ethernet interface is malfunctioning, or an internal software error occurred.

**Recommended Action** Repair or replace the controller.

## LANCE-4

**Error Message** %LANCE-4-UNAVAILABLE: Unit %d, babble error, csr0 = 0x%x

**Explanation** An Ethernet interface is malfunctioning.

**Recommended Action** Determine whether the malfunction stems from a software or hardware error by turning off all fastswitching. Error messages showing that the packet is too large for the link indicate a software error at a high level. Copy the error message exactly as it appears, and report it to your technical support representative. Receiving no error messages indicates a hardware error. Repair or replace the controller.

## LANCE-5

**Error Message** %LANCE-5-UNAVAILABLE: Unit %d, excessive collisions. TDR=%d

**Explanation** An Ethernet cable is broken or unterminated, or the transceiver is unplugged. The time delay reflectometer (TDR) counter is an internal LANCE counter that counts the time (in ticks of 100 ns each) from the start of a transmission to the occurrence of a collision. Because a transmission travels about 35 feet per tick, this value is useful to determine the approximate distance to a cable fault.

**Recommended Action** If the transceiver appears to be properly terminated, repair or replace the Ethernet interface card.

**Error Message** %LANCE-5-UNAVAILABLE: Unit %d, late collision error

**Explanation** An Ethernet transceiver is malfunctioning, the Ethernet is overloaded, or the Ethernet cable is too long.

**Recommended Action** Repair or replace the controller.

**Error Message** %LANCE-5-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** An Ethernet transceiver is unplugged or faulty.

**Recommended Action** Repair or replace the controller.

## LANE-3

**Error Message** %LANE-3-UNAVAILABLE: %s %s cannot register %Cj with ILMI

**Explanation** An attempt to register the given ATM address with the ATM switch failed. This failure can occur because the ATM switch is down or misconfigured. The registration will be retried.

**Recommended Action** If the situation persists after a number of attempts, and the switch is up, the configuration of the switch and router should be examined. A likely cause is that the ATM address being registered is not compatible with the parameters configured in the switch. Correct the configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** A LANE client software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** A serious internal occurred with LES/BUS.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** An internal consistency error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** An internal error has occurred, which reflects an inconsistency in the system and needs attention.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s

**Explanation** An internal error occurred while system routines were handling ATM signaling messages for LANE.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s CFG\_REQ failed, %s (LECS returned %d)

**Explanation** The master LECS refused the LEC's configuration request.

**Recommended Action** Check your LECS configurations.

**Error Message** %LANE-3-UNAVAILABLE: %s CTL DIST blli type wrong

**Explanation** Wrong BLLI value specified on the incoming circuit.

**Recommended Action** The originator of the circuit is not using the correct BLLI value for this type of circuit. LANE standard defines these values, and the originator is violating the standard.

**Error Message** %LANE-3-UNAVAILABLE: %s JOIN failed, %s (LES returned %d)

**Explanation** LANE client was rejected the Join request to join its elan.

**Recommended Action** This is usually because of user configuration errors: LANE client attempting to join an incorrect elan, or elan not configured in the LES, or validation failures with the LECS, etc...

**Error Message** %LANE-3-UNAVAILABLE: %s LEC unable to compute ATM address

**Explanation** The client cannot obtain an ATM address from the given configuration, or auto-assignment failed to get an ATM prefix from the switch.

**Recommended Action** If you expect the switch to assign the prefix to the router, check that the Interim Local Management Interface (ILMI) is functional and the switch has a prefix configured. Otherwise, confirm that the client has an address in the NVRAM configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s RD REGISTER failed for Route Descriptor %x

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: %s REGISTER failed, %s (LES returned %d)

**Explanation** attempt to register a mac-atm address binding with LES failed.

**Recommended Action** The LES has already registered the requested mac addr - atm addr binding.

**Error Message** %LANE-3-UNAVAILABLE: %s elan %s unable to compute %s ATM address

**Explanation** Software was unable to compute an ATM address based on the ATM address template given. The characters in chars (see above display) will be either BUS (broadcast-and-unknown), server, or config server in the actual error message.

**Recommended Action** Enter a correct ATM address template for the LANE component (BUS, server, or config server) named in the error message.

**Error Message** %LANE-3-UNAVAILABLE: %s elan %s unrecoverable error %s

**Explanation** A very serious LES/BUS internal error occurred.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: %s listen failed on %s

**Explanation** The LANE client could not register its address with ATM signalling to be able to accept calls on that address.

**Recommended Action** Reconfigure the client ATM address. It may be conflicting with another component with the same ATM address.

**Error Message** %LANE-3-UNAVAILABLE: %s still destroying old sub-interface

**Explanation** An attempt was made to create a new subinterface while a previous version of the subinterface was still being destroyed.

**Recommended Action** Wait a minute and try again. If failure still occurs, try shutting down the main interface. Rebooting may be required to recover in extreme cases.

**Error Message** %LANE-3-UNAVAILABLE: %s: elan id mismatch: LECS indicates %u, LES indicates %u

**Explanation** The elan-id returned by LES does not match the value given by LECS or via the CLI

**Recommended Action** Check configuration of elan ids specified in the LECS database and the LES. The mismatch must be occurring as a result of misconfiguration.

**Error Message** %LANE-3-UNAVAILABLE: A LANE Client is already running here using another elan name

**Explanation** Both the LANE client and the LANE server/BUS may have an emulated LAN name specified in the configuration via the lane server-bus and lane client commands. If both specify the emulated LAN name, then the name cannot be changed by re-entering just one of the commands.

**Recommended Action** Use the no lane server-bus command to delete the server-bus or the no lane client command to delete the client. Then, the other of the two commands can be re-entered with another emulated LAN name. Finally, re-enter the deleted command with the new emulated LAN name.

**Error Message** %LANE-3-UNAVAILABLE: A LANE Client is already running here using another elan type

**Explanation** Both the LANE client and the LANE Server/BUS may have an ELAN type specified in the configuration via the lane server-bus and lane client commands as either Ethernet or Token Ring. If both, specify the type; the type cannot be changed by re-entering just one of the commands.

**Recommended Action** Use the no lane server-bus command to delete the server-bus or the no lane client command to delete the client. Then, the other of the two commands can be re-entered with a new type. Finally, re-enter the deleted command with the new type.

**Error Message** %LANE-3-UNAVAILABLE: ELAN name must be 1-32 characters long

**Explanation** A name which is longer than 32 characters identifying a LANE component has been entered by the user.

**Recommended Action** Re-enter a shorter name.

**Error Message** %LANE-3-UNAVAILABLE: ILMI service registration failed

**Explanation** The Interim Local Management Interface (ILMI) feature is either not included in the software image running on the router, or is having other problems.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: Inappropriate LAN type

**Explanation** An unexpected LAN type has been specified for a LANE component. Only ethernet and token-ring elans are supported.

**Recommended Action** Specify a valid LAN type.

**Error Message** %LANE-3-UNAVAILABLE: Received bad control message on interface %s

**Explanation** The LANE client received an unexpected or inappropriate control message over one of its vc's.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-3-UNAVAILABLE: Unexpected ILMI event %d

**Explanation** An internal error occurred.

**Recommended Action** This error should not occur. Download the system error log, then call your technical support representative and provide the log, the error message, and the router configuration.

**Error Message** %LANE-3-UNAVAILABLE: Unexpected SigAPI event %d

**Explanation** ATM signaling sent the LANE client an unexpected message type.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## LANE-4

**Error Message** %LANE-4-UNAVAILABLE: %s

**Explanation** The LANE Configuration Server address could not be registered with or de-registered from the switch, using Interim Local Management Interface (ILMI). Possible causes: The switch prefix is not available. The address is not acceptable to the switch (the prefix does not conform). The interface over which this operation should take place is down. The ILMI subsystem on the router is not completely initialized.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LANE-4-UNAVAILABLE: %s elan %s LECIDs exhausted

**Explanation** The LANE server specified has 65279 clients. No more can be added.

**Recommended Action** Change the configurations to avoid trying to have more than 65279 LANE clients on this server.

**Error Message** %LANE-4-UNAVAILABLE: %s elan %s unable to register LES/BUS ATM addr

**Explanation** LANE Server or BUS could not register its address with ILMI.

**Recommended Action** Try and investigate why. Some of the reasons are: user defined override address does not conform to the switch prefix, or that there is a problem with the ATM switch with whom the entity is registering.

## LANE-5

**Error Message** %LANE-5-UNAVAILABLE: %s %s %s: %s changed state to %s

**Explanation** A LANE component changed state to up/down.

**Recommended Action** If this event is expected, then take no action. Otherwise, please contact a technical support representative.

## LANE-6

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** LANE client informational messages.

**Recommended Action** None.

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** LANE subsystem simple informational messages.

**Recommended Action** None.

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** Simple informational LECS messages.

**Recommended Action** None.

**Error Message** %LANE-6-UNAVAILABLE: %s

**Explanation** Simple informational LES messages.

**Recommended Action** None.

## LANMGR-2

**Error Message** %LANMGR-2-UNAVAILABLE: No memory available: %s

**Explanation** The requested operation failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## LANMGR-4

**Error Message** %LANMGR-4-UNAVAILABLE: Cannot run RPS on %s, Old TRAMON code.

**Explanation** The software on this interface cannot support the functions required for LAN Network Manager.

**Recommended Action** Call your Cisco technical support representative about a firmware upgrade for this interface card.

**Error Message** %LANMGR-4-UNAVAILABLE: No ring info for %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LANMGR-4-UNAVAILABLE: Ring number mismatch on %s, shutting down the interface

**Explanation** The router detected a conflict in assigned ring numbers for the specified Token Ring. The Ring Parameter Server (RPS) function was shut down to prevent potentially incorrect information from being sourced onto the ring.

**Recommended Action** Check all bridges connected to this Token Ring and ensure that they are using the same assigned ring number.

**Error Message** %LANMGR-4-UNAVAILABLE: Unexpected call (%s) from LLC2 for Bridge %03x-%x-%03x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LAPB Messages

This section contains line card Link Access Procedure, Balanced (LAPB) messages.

### LAPB-2

**Error Message** %LAPB-2-NOBUF: Interface [chars], no buffer available to [chars]

**Explanation** There was insufficient memory for the LAPB protocol engine to send a message.

**Recommended Action** This message is acceptable if it occurs infrequently, because the LAPB protocol is designed to handle loss of frames. Frequent occurrences can cause disruption of service. The system can be configured to ease memory demands or, if conditions warrant, the system can be upgraded to a larger memory configuration.

## LAPB-3

**Error Message** %LAPB-3-UNAVAILABLE: %s: %s

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: Input idb not set

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: Interface %s, Invalid payload value: %s

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: Interface %s, NULL packet ptr, rvr %d, vs %d, vr %d

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %LAPB-3-UNAVAILABLE: LAPB timer task cannot be created

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

## LAPB-4

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Frame error: CF %#x, VS %d %c VR %d, Reason %#x

**Explanation** A FRMR frame was received, indicating that a protocol violation was detected. The Reason field will be interpreted by generating INFOBAD, CTRLBAD, NITOOBIG, or INVNR messages immediately after this message; refer to the explanations for these messages for more information.

**Recommended Action** The protocol will recover by resetting the service. This will disrupt any network service on top of LAPB (for example, X.25 virtual circuits will be cleared). Follow the recommended action for any error message following the FRMR reports; if service becomes unacceptable, check the serial line and its attached devices.

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Info field not permitted

**Explanation** A received FRMR frame reported that an information field was present in a frame where no information field is allowed.

**Recommended Action** Check the serial line and the device attached to the line.

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Invalid NR value

**Explanation** A received FRMR reported a frame with an invalid N(R) value.

**Recommended Action** Verify that the equipment attached to the serial line is configured with the same K value (maximum number of outstanding I frames).

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, Invalid control field

**Explanation** A received FRMR reported a frame with an invalid control code.

**Recommended Action** Check the serial line and the devices attached to the line.

**Error Message** %LAPB-4-UNAVAILABLE: Interface %s, N1 too large

**Explanation** A received FRMR reported an information frame that was too long.

**Recommended Action** Verify that the equipment attached to the serial line is configured with the same N1 value. N1 is in bits and includes the entire frame plus 16 bits of CRC. However, some equipment may require configuration in octets, the omission of the two CRC octets, or the omission of the three octets of LAPB control information.

## LAPP\_OFF-1

**Error Message** %LAPP\_OFF-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## LAPP\_OFF-2

**Error Message** %LAPP\_OFF-2-UNAVAILABLE: Internal software error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LAPP\_OFF-2-UNAVAILABLE: Internal software error, %s, cid=%d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LAPP\_OFF-4

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: FAXMAIL- Could not send data to the SMTP server

**Explanation** A connection was made to the SMTP server, but no data can be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: LAPP\_OFF- Bad message received

**Explanation** An unexpected message was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: SMTP- failed %s, %d

**Explanation** A connection attempt to a remote mail server was not successful. This unexpected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %LAPP\_OFF-4-UNAVAILABLE: mmsp- Can't connect to the SMTP server

**Explanation** No connection was created to the specified SMTP server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LAT-3

**Error Message** %LAT-3-UNAVAILABLE: Null IDB pointer with destination %e

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Queue block at %x not found for HI connection

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, Attempt to re-use slot array, empty = %d, fill = %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, Data pointer does not correspond to current packet

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, Output data ptrs out of sync with byte count

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %LAT-3-UNAVAILABLE: Tty%t, data buffer full with count %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

## LB-3

**Error Message** %LB-3-UNAVAILABLE: %s %s

**Explanation** There was a subinterface error for the given interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: %schannel: failed to create chunk

**Explanation** An internal data structure, called a chunk, and used for channel route processor - line card interprocess communications, failed to be created. Such interprocess communication may be impeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Bundle creation feature callback failed for %s

**Explanation** For the given link bundle interface, failed to create its feature callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Channel %d, error in MAC address allocation, configured MAC address %e, actual MAC address %d

**Explanation** For the given channel number, addition of the first member caused a failure in changing the MAC address of the channel to that of this first member.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Empty link bundling function vector(s)

**Explanation** One or more function vectors used in generic etherchannel and poschannel code was null i.e. not initialized. This is a severe error resulting from a coding error. Crash will happen because this error prevents the proper functioning of the ether or pos channel features.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to apply ACL %d to interface %s. Removing new ACL config, reapplying old ACL %d.

**Explanation** For the given member interface or subinterface, failed to apply the given ACL. This new ACL configuration is removed from the bundle and the old ACL configuration, if any, is reapplied to the bundle. The new ACL that failed to be applied is removed in order to maintain consistent state for the whole bundle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to create Link Bundle Feature ListQ

**Explanation** In initializing link bundling feature support, an internal list queue failed to be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to create Link Bundle Subinterface ClientQ

**Explanation** In initializing link bundling subinterface feature support, an internal subinterface client queue failed to be created.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %LB-3-UNAVAILABLE: Failed to register ACL control block with Link Bundle subinterface module

**Explanation** For the given interface, failed to register the ACL feature control block. This happened during install ACL support for link bundling. ACL support installation for link bundling is aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to register bundle interface %s for Command Replay service

**Explanation** For the given link bundle interface, failed to register it for the Command Replay service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to registered Link Bundle ACL feature control block

**Explanation** For the given interface, failed to register the ACL feature control block.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: Failed to registered Link Bundle subinterface control block

**Explanation** In initializing link bundling subinterface feature support, could not register for notifications from the common link bundle infrastructure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: NULL notification callback

**Explanation** In registering a client for service from the Link Bundling subinterface module, the callback notification callback function was NULL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: One or more NULL feature callbacks in the passed in Feature Control Block

**Explanation** In registering a feature for services from link bundling feature support, there were one or more NULL function pointers used as function callbacks. Aborted the feature registration as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LB-3-UNAVAILABLE: One or more NULL feature control block members

**Explanation** In installing link bundling feature support, there were one or more NULL function pointers used in a feature control block. Installation of the feature support is aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LB-5

**Error Message** %LB-5-UNAVAILABLE: %s added as member-%d to %schannel%d

**Explanation** The given channel member interface was added to the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s added as passive member to %schannel%d

**Explanation** The given interface was added as a passive member in the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s moved to active state as member-%d in %schannel%d

**Explanation** The given etherchannel member interface became an active member in the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s moved to passive state in %schannel%d

**Explanation** The given channel member interface became a passive member in the given channel number.

**Recommended Action** Informational only, No action required.

**Error Message** %LB-5-UNAVAILABLE: %s taken out of %schannel%d

**Explanation** The given channel member interface was taken out of the given channel number.

**Recommended Action** Informational only, No action required.

## LC Messages

This section contains line card (LC) messages.

### LC-2

**Error Message** %LC-2-UNAVAILABLE: LC interface idb incorrect, %#x

**Explanation** The line card control block (LCCB) data structure indicates a zero interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: LC interface lccb incorrect, %x

**Explanation** The line card control block (LCCB) data structure was incorrectly set in the command data structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Line Card type %d in slot %d serial link sync failed.

**Explanation** LC serial link sync failed in the specified slot.

**Recommended Action** Check that the card is properly seated properly. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Line Card type %d in slot %d wedged.

**Explanation** LC initializaion failed in the specified slot.

**Recommended Action** Check that the card is properly seated properly. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Out of range Line Card interface, %d on bay %d

**Explanation** The software specified an out-of-range line card interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Out of range Line Card slot %d

**Explanation** The software specified an out-of-range line card slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Out of range Line Card slot %d Sub Module slot %d

**Explanation** The software specified an out-of-range sub module slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Recursive loop while getting the daughtercard info for LC type %d

**Explanation** While getting the daughter card info for the chassismib the platform snmp code goes into an infinite loop.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-2-UNAVAILABLE: Undefined Line Card type %d in slot %d

**Explanation** The software does not have a driver for the line card type in the specified slot.

**Recommended Action** Make sure the image you are running is supposed to support this card. Check that the card is properly seated. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LC-3

**Error Message** %LC-3-UNAVAILABLE: %s Linecard I2C bus access failed at slot %d, status = 0x%x

**Explanation** The line card in the specified slot experienced an I2C access failure. This problem often occurs when the I2C failed to gracefully terminate the previous transaction and could be the result of a hardware or software caveat. The line card is automatically deactivated.

**Recommended Action** Reactivate the line card using `hw-module slot slot-number start`. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the `show diag slot-number` output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: %s(%d) Line card fpga requires min h/w revision of (%d.%d)

**Explanation** A newer hardware revision of the line card is required for current fpga to function properly on this chassis.

**Recommended Action** Upgrade your hw version, or downgrade fpga version

**Error Message** %LC-3-UNAVAILABLE: %s(%d) Line card requires fpga revision of (%d).Current fpga revision is (%d)

**Explanation** A newer fpga revision of the line card is required for functional operation on this chassis.

**Recommended Action** Upgrade you fpga version

**Error Message** %LC-3-UNAVAILABLE: CI-MUX: Serial Link 0x%x, Status 0x%x, %s

**Explanation** Cluster interconnect multiplexer FPGA on RP detected an error at the specified line card serial link. This error could be the result of line card fpga logical errors or the result of an incorrect line card serial link bringup by the line card software driver. The line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using hw-module slot slot-number start. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the show diag slot-number output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Errors seen on the line card (slot %d) exceeds the error threshold

**Explanation** The software is attempting to recover the line card from certain fatal errors such as (1) line card serial link error, (2) line card FPGA or device error, (3) excessive interrupts, (4) local processor firmware crash, (5) loss of keepalive from card local processor, and (6) card local processor firmware IPC initialization failure. The line card will automatically reinitialize after this error, unless the error occurs five times in one hour. If a line card encounters five such error in one hour, the line card will be deactivated without further attempts at recovery.

**Recommended Action** Try and reactivate the line card manually by entering the hw-module slot slot-number start command. The line card can also be reactivated by removing and reinserting the line card; if you take this approach, however, copy the error message as it appears on the console and collect the output from the show diag slot-number command before removing and reinserting the line card. If the error recurs, contact your Cisco technical support representative and provide the representative with the error message and the show diag slot-number output.

**Error Message** %LC-3-UNAVAILABLE: LC in slot%d (%s) is not supported on this %s

**Explanation** This line card is not supported on this chassis/cpucard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: LC in slot%d with hw version (%d.%d) is old.  
Requires base h/w revision of (%d.%d) for this line card

**Explanation** The hardware revision of the line card is old. Required a newer hardware revision for this line card to work properly with corrent IOS image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: Line card (slot %d) recovery in progress

**Explanation** This information message indicates that a line card is recovering from a fatal error. This error could be: (1) line card serial link error, (2) line card FPGA or device error, (3) excessive interrupts, (4) card local processor firmware crash, (5) loss of keeplive from card local processor, and (6) card local processor firmware IPC initialization failure.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support output, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Line card common logic fpga (slot %d) error: %s

**Explanation** The line card common logic fpga in the specified slot encountered an error. This error could be result of a line card fpga caveat or a result of incorrect line card reset sequence by the line card software driver. Based on the fatality of the error, the line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using hw-module slot slot-number start. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the show diag slot-number output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: No line card in slot [%d].

**Explanation** There is no line card in the slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: RP CI-MUX FPGA read timeout (Slot %d, Serial Channel %d)

**Explanation** Cluster interconnect multiplexer FPGA on RP could not complete line card I/O read transaction. This error could be the result of a timing error inside line card fpga or the result of an incorrect line card I/O access by the line card software driver. The line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using hw-module slot slot-number start. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the show diag slot-number output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Recommended line card configuration exceeded

**Explanation** The aggregate throughput of the line cards exceed the rated capacity of this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed aggregate throughput of the line cards for the system.

**Error Message** %LC-3-UNAVAILABLE: Santa Ana Asic: %s %d, Serial Channel %c (slot %d), Error Status 0x%x %s%s%s

**Explanation** Santa Ana asic on the RP or the indicated line card detected an error at the associated serial link. This error could be because of the line card fpga timing errors or because of an incorrect line card serial link bring up by the line card software driver. The line card is automatically deactivated and recovered.

**Recommended Action** If line card recovery fails 5 times within an hour, line card is deactivated without further attempts at recovery. Reactivate the line card using `hw-module slot slot-number start`. If this command fails to reactivate the line card, copy the error message exactly as it appears on the console and collect the `show diag slot-number` output. Remove the line card and place it in a different slot. If the line card fails to initialize in the new slot, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LC-3-UNAVAILABLE: Unable to %s for Linecard Slot %d

**Explanation** Possible memory shortage

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: Unable to create driver for Line Card type %d in slot %d

**Explanation** Possible memory shortage or line card hardware error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: line card in slot [%d] deactivated.

**Explanation** The line card is being deactivated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC-3-UNAVAILABLE: line card in slot [%d] failed to reset.

**Explanation** An attempt to reset and initialize the line card timed out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCB-3

**Error Message** %LCB-3-UNAVAILABLE: LCB process unable to create event queue

**Explanation** Unable to create LCB event queue. LCB process quit. The operating system was unable to allocate RAM space for the queue

**Recommended Action** Try executing the command again after a few minutes. If the problem persists it indicates a lack of RAM space. Most likely, the router image requires more system memory (RAM) than the router contains.

**Error Message** %LCB-3-UNAVAILABLE: Multiple LCB event processes scheduled

**Explanation** This message occurs when LCB event process fails to lock the semaphore which is used to prevent multiple LCB processes from running. This implies that multiple LCB processes have been scheduled to run which should not happen

**Recommended Action** Try executing the command again after a few minutes. If the problem persists contact Cisco Technical support

# LC\_10G Messages

This section contains Hamptons 10G trunk card-related messages.

## LC\_10G-3

**Error Message** %LC\_10G-3-ACCESS\_FAIL: [chars] Access Fail

**Explanation** A read or write operation to the line card redundancy controller (LRC) scratch pad register has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-AFOVR\_ERR: Autofailover Error [chars]

**Explanation** The optical switch has encountered an error during an autofailover operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-AFOVR\_EVNT: Autofailover event occurred [chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-CDL\_HEC\_ERR\_THR: CDL HEC Errors threshold [chars]

**Explanation** The threshold of allowable converged data link (CDL) header error control (HEC) errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-CRC\_ERR\_THR: CRC Errors threshold [chars]

**Explanation** The threshold of allowable cyclic redundancy check (CRC) errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-ETH\_DCC\_LPBK\_FAIL: EthernetDcc loopback Fail

**Explanation** A loopback operation through the Ethernet backplane has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-IDPROM\_ACCESS\_FAIL: Idprom Access Fail

**Explanation** The IDPROM could not be read or checked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-INTERNAL\_CRITICAL: [chars]

**Explanation** A critical internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-INTERNAL\_ERROR: [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-INT\_LPBK\_FAIL: Internal Card loopback Fail

**Explanation** A loopback attempt that was internal to the card has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_AUTO\_SHUTDOWN: Auto Laser Shutdown [chars]

**Explanation** The laser has been automatically shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_BIAS\_ALARM: Optic Laser Bias Alarm [chars]

**Explanation** An error involving laser bias has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_TEMP\_ALARM: Optic Laser Temperature Alarm [chars]

**Explanation** An error involving the temperature of the optics laser has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LASER\_TX\_FAULT: Optic Laser Transmit Fault [chars]

**Explanation** An error involving optics laser transmission has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LOSS\_OF\_LOCK: Transceiver Loss of Lock [chars]

**Explanation** The transceiver has lost the lock onto the incoming signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LOSS\_OF\_SYNC: Transceiver Loss of Sync [chars]

**Explanation** The transceiver has lost its frame synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-LPBK\_THRU\_PSC\_FAIL: loopback through PSC Fail

**Explanation** A internal card loopback attempt through the processor and switch card (PSC) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_AFOVR\_ERR\_ALM: Optical Switch Error [chars] [chars]  
[chars]

**Explanation** An optical switch error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_AFOVR\_EVNT\_ALM: AutoFailover Event [chars] [chars]  
[chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_AUTO\_LASER\_SHUTDOWN: Auto Laser Shutdown [chars]  
[chars] [chars]

**Explanation** The laser has been shut down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LASER\_BIAS\_ALM: Laser Bias Alarm [chars] [chars]  
[chars]

**Explanation** An error involving trunk laser bias has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LASER\_TEMP\_ALM: Laser Temperature Alarm [chars] [chars] [chars]

**Explanation** An error involving the temperature of the trunk laser has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LASER\_TX\_FLT\_ALM: Laser Transmit Fault [chars] [chars] [chars]

**Explanation** An error involving trunk laser transmission has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LOSS\_OF\_LOCK\_ALM: Loss of Lock [chars] [chars] [chars]

**Explanation** A loss-of-lock event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-MIB\_LOSS\_OF\_SYNC\_ALM: Loss of Sync [chars] [chars] [chars]

**Explanation** A loss-of-synchronization event has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_10G-3-SYML\_ERR\_THR: Symbol Errors threshold [chars]

**Explanation** The threshold of allowable symbol errors has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LC\_2P5G Messages

This section contains Hampton's 2.6G trunk card-related messages.

### LC\_2P5G-3

**Error Message** %LC\_2P5G-3-ACCESS\_FAIL: Access Fail [chars]

**Explanation** A read or write operation to the LRC scratch pad register has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-AFOVR\_ERR: Autofailover Error [chars]

**Explanation** The optical switch failed to perform an autofailover operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-5-AFOVR\_EVNT: Autofailover event occurred [chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-3-CDL\_HEC\_ERR\_THR: CDL HEC Errors threshold [chars]

**Explanation** The threshold of allowable converged data link (CDL) header error control (HEC) errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-CRC\_ERR\_THR: CRC Errors threshold [chars]

**Explanation** The threshold of allowable CRC errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy

the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-ETH\_DCC\_LPBK\_FAIL: EthernetDcc loopback Fail [chars]

**Explanation** A loopback operation through the Ethernet backplane has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-IDPROM\_ACCESS\_FAIL: Idprom Access Fail [chars]

**Explanation** The IDPROM could not be read or checked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-2-INTERNAL\_CRITICAL: [chars]

**Explanation** An internal critical error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-INTERNAL\_ERROR: [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-INT\_LPBK\_FAIL: Internal Card loopback Fail [chars]

**Explanation** A loopback operation that was internal to the card has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-5-LASER\_AUTO\_SHUTDOWN: Auto Laser Shutdown [chars]

**Explanation** The laser has been automatically shut down.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-3-LASER\_DEGRADATION\_ALARM: Optic Laser Degradation Alarm [chars]

**Explanation** The transmission power of the optics laser module is degrading.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LASER\_NO\_LIGHT\_ALARM: Optic Laser Loss of Light Alarm [chars]

**Explanation** The optics laser has experienced a loss of light.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LASER\_TX\_FAULT: Optic Laser Transmit Fault [chars]

**Explanation** An optics laser transmission fault has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LASER\_WAVE\_LN\_DEV\_ALARM: Optic Laser Wavelength Deviation Alarm [chars]

**Explanation** The wavelength of the optics laser module has deviated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LOSS\_OF\_LOCK: Transceiver Loss of Lock [chars]

**Explanation** The receiver has lost the lock on the incoming signal.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LOSS\_OF\_SYNC: Transceiver Loss of Sync [chars]

**Explanation** The decoder has lost its frame synchronization.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-LPBK\_THRU\_PSC\_FAIL: loopback through PSC Fail [chars]

**Explanation** An internal card loopback operation through the processor and switch card (PSC) has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_AFOVR\_ERR\_ALM: Optical Switch Error [chars] [chars]  
[chars]

**Explanation** An autofailover operation for the optical switch has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-5-MIB\_AFOVR\_EVT\_ALM: AutoFailover Event [chars] [chars]  
[chars]

**Explanation** An autofailover event has occurred.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-5-MIB\_AUTO\_LASER\_SHUTDOWN: Auto Laser Shutdown [chars]  
[chars] [chars]

**Explanation** The laser has been automatically shut down.

**Recommended Action** No action is required.

**Error Message** %LC\_2P5G-3-MIB\_CVRD\_ERR\_THR: CVRD Error Threshold Exceeded [chars]  
[chars] [chars]

**Explanation** The threshold of allowable symbol errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LASER\_DEG\_ALM: Laser Degradation Alarm [chars] [chars]  
[chars]

**Explanation** The transmission power of the optics laser module is degrading.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LASER\_TX\_FLT\_ALM: Laser Transmit Fault [chars] [chars]  
[chars]

**Explanation** An optics laser transmission fault has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LASER\_WV\_DEV\_ALM: Laser Wavelength Deviation Alarm  
[chars] [chars] [chars]

**Explanation** The wavelength of the optics laser module has deviated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LOSS\_OF\_LOCK\_ALM: Loss of Lock [chars] [chars] [chars]

**Explanation** The receiver has lost its lock on the incoming signal.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-MIB\_LOSS\_OF\_SYNC\_ALM: Loss of Sync [chars] [chars] [chars]

**Explanation** The decoder has lost its frame synchronization.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs..

**Error Message** %LC\_2P5G-3-MIB\_NO\_LIGHT\_ALM: Laser Loss of Light Alarm [chars] [chars] [chars]

**Explanation** An error involving a loss of light for the optics laser has occurred.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LC\_2P5G-3-SYML\_ERR\_THR: Symbol Errors threshold [chars]

**Explanation** The threshold of allowable symbol errors has been exceeded.

**Recommended Action** Check that the cables connected to the Rx transceiver are plugged in, are not bent or twisted, and are in good condition. Check the physical state (transmit laser power level) and configuration of the remote end connected to the port associated. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCMDC Messages

This section contains Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) messages.

### LCMDC-3

**Error Message** %LCMDC-3-UNAVAILABLE: Egress FC/ESCON Loss of Sync %s %s %s

**Explanation** Fiber Channel/ESCON Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Loss of Sync %s %s %s

**Explanation** GE Loss of Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Alarm: %s, %s, %s, %s, %s

**Explanation** Submit An alarm - Prints out descriptive message

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL Drop FIFO OvrFL %s %s %s

**Explanation** CDL Drop FIFO Overflow Prealarm

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL Drop FIFO OvrFL; %s

**Explanation** CDL Drop FIFO Overflow Prealarm

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL HEC Err count %s %s %s

**Explanation** CDL HEC error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: CDL HEC Err count; %s

**Explanation** CDL HEC error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Card [slot %d] present but not ready

**Explanation** Card is present but can not talk to it, perhaps card in reset

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress CDR Locking error %s %s %s

**Explanation** CDR is having trouble locking onto the signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress CDR Locking error; %s

**Explanation** CDR is having trouble locking onto the signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress FC/ESCON Loss of Sync; %s

**Explanation** Fiber Channel/ESCON Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Fiber Channel/ESCON Line Err %s %s %s

**Explanation** Fiber Channel/ESCON Line code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Fiber Channel/ESCON Line Err; %s

**Explanation** Fiber Channel/ESCON Line code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Line Code Err count %s %s %s

**Explanation** GE Line Code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Line Code Err count; %s

**Explanation** GE Line Code error count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress GE Loss of Sync; %s

**Explanation** GE Loss of Synchronization error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light %s %s %s

**Explanation** Egress side No Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light Prealarm %s %s %s

**Explanation** Egress side No Light; switched over to other side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light Prealarm: %s

**Explanation** Egress side No Light; switched over to other side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Loss of Light: %s

**Explanation** Egress side No Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET BIP Err count %s %s %s

**Explanation** SONET BIP Err count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET BIP Err count; %s

**Explanation** SONET BIP Err count exceeded threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET Loss of Frame %s %s %s

**Explanation** SONET Loss of Frame error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET Loss of Frame; %s

**Explanation** SONET Loss of Frame error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET SEF Prealarm %s %s %s

**Explanation** Egress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress SONET SEF; %s

**Explanation** Egress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Locking error %s %s %s

**Explanation** Serdes has trouble locking onto the signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Locking error; %s

**Explanation** Serdes has trouble locking onto the signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Phase Error %s %s %s

**Explanation** Serdes has a phase error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Serdes Phase Error; %s

**Explanation** Serdes has a phase error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Trunk Switch Mech. Failure %s %s %s

**Explanation** Egress side switch failed to switch position during auto-failover

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Egress Trunk Switch Mech. Failure; %s

**Explanation** Egress side switch failed to switch position during auto-failover

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: IDPROM CRC check failed [%s]

**Explanation** CRC check failed for IDPROM

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: IDPROM mismatch read failed [%s]

**Explanation** check with cached value fail

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: IDPROM read failed [%s]. The card may not be inserted correctly. Please ensure that card is inserted completely and then please fasten the screws completely.

**Explanation** The read error occurred when accessing the IDPROM

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress CDR Locking error %s %s %s

**Explanation** Ingress CDR failed to lock onto signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress CDR Locking error; %s

**Explanation** Ingress CDR failed to lock onto signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Line Code err %s %s %s

**Explanation** Ingress FC/ESCON Line code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Line Code err; %s

**Explanation** Ingress FC/ESCON Line code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Loss of Sync %s %s %s

**Explanation** Ingress Fiber Channel/ESCON Loss of Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress FC/ESCON Loss of Sync; %s

**Explanation** Ingress Fiber Channel/ESCON Loss of Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Line Code Err %s %s %s

**Explanation** Ingress Line Code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Line Code Err; %s

**Explanation** Ingress Line Code error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Loss of Sync %s %s %s

**Explanation** Ingress GE Loss of the Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress GE Loss of Sync; %s

**Explanation** Ingress GE Loss of the Synchronization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Loss of Light %s %s %s

**Explanation** Loss of Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Loss of Light; %s

**Explanation** Ingress side Loss of Light

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET BIP error %s %s %s

**Explanation** Ingress SONET BIP error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET BIP error; %s

**Explanation** Ingress SONET BIP error count threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET Loss of Frame %s %s %s

**Explanation** Ingress SONET Loss of frame

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET Loss of Frame; %s

**Explanation** Ingress SONET Loss of frame

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET SEF %s %s %s

**Explanation** Ingress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress SONET SEF; %s

**Explanation** Ingress SONET Severely Errored Frame threshold exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Locking Error %s %s %s

**Explanation** Ingress Serdes signal lock error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Locking Error; %s

**Explanation** Ingress Serdes signal lock error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Phase error %s %s %s

**Explanation** Ingress Serdes out of Phase error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Ingress Serdes Phase error; %s

**Explanation** Ingress Serdes out of Phase error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Interface Create Failed [%s]

**Explanation** Interface data structure creation/initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Interface Delete Failed [%s]

**Explanation** Interface data structure deletion failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Laser Degrade Trunk side %s %s %s

**Explanation** Laser Degrade failure on the transmit side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Laser Degrade Trunk side; %s

**Explanation** Laser Degrade failure on the transmit side

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line Laser Failure %s %s %s

**Explanation** Laser failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line Laser Failure; %s

**Explanation** Laser failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line OFC IND %s %s %s

**Explanation** Ingress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Line OFC IND; %s

**Explanation** Ingress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Loss of Light on Standby: %s

**Explanation** No Light on Standby

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Magic Register Reset Slot %d

**Explanation** Magic Register Reset for Linecard in slot

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Non supported clock rate %d Khz

**Explanation** The entered clock rate in Khz is not supported

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Non supported signal rate %d

**Explanation** The entered enum signal rate is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Pending unexpected interrupt [addr %#x = %#x]

**Explanation** One or more pending unexpected interrupts

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Port Creation Failed [%s]

**Explanation** Port data structure creation/initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Read/write failed [%s]

**Explanation** A read/write error occurred when accessing the hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transceiver OIR; %s

**Explanation** OIR of the pluggable transceiver

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transmit Failure %s %s %s

**Explanation** Transmit failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transmit Failure; %s

**Explanation** Transmit failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Transparent Interface Creation Failed for slot [%d]

**Explanation** Interface data structure creation/initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk Laser wavelength deviation: %s %s %s

**Explanation** Trunk laser wavelength deviation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk Laser wavelength deviation: %s

**Explanation** Trunk laser wavelength deviation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk OFC IND %s %s %s

**Explanation** Egress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk OFC IND; %s

**Explanation** Egress OFC Indication

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk laser degrade: %s %s %s

**Explanation** Trunk laser wavelength degrade

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Trunk laser degrade: %s

**Explanation** Trunk laser wavelength degrade

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Unexpected portfail asserted

**Explanation** One or more unexpected portfails asserted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Unexpected trunk laser wavelength: %s

**Explanation** Trunk laser wavelength is incorrect

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Wavelength Deviation %s %s %s

**Explanation** Wavelength deviation error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LCMDC-3-UNAVAILABLE: Wavelength Deviation; %s

**Explanation** Wavelength deviation error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCMDC-4

**Error Message** %LCMDC-4-UNAVAILABLE: Encap rate mismatched: %s

**Explanation** The entered encap rate is not matched with xcvr type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LCMDC-5

**Error Message** %LCMDC-5-UNAVAILABLE: Default wavelength selected: %s

**Explanation** The inserted transponder can not support cached hwsb-itu\_num so the default wavelength is used instead

**Recommended Action** LOG\_STD\_NO\_ACTION

## LCMDC-6

**Error Message** %LCMDC-6-TX\_ALARM\_SOAK: [chars]

**Explanation** An alarm has occurred. The message text provides additional details on the cause of the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# LCR Messages

This section contains Line Card Registry (LCR) messages.

## LCR-6

**Error Message** %LCR-6-FAILED: Failed to send exported registry request %d; eobc\_addr %x

**Explanation** There was a communication failure while sending an exported registry request.

**Recommended Action** No action is required.

**Error Message** %LCR-6-FAILED\_MCAST: Failed to send exported registry request %d to mcast group

**Explanation** A communication failure occurred while attempting to send an exported registry request to a multicast group.

**Recommended Action** No action is required.

**Error Message** %LCR-6-FAILEDRCV: Failed to process registry request [dec]

**Explanation** A request received on a receiver could not be processed successfully.

**Recommended Action** No action is required.

**Error Message** %LCR-6-FAILED\_RCV\_ON\_ACTIVE: Failed to process registry request [dec] - on active supervisor SP

**Explanation** A request received on the active supervisor engine could not be processed successfully.

**Recommended Action** No action is required.

# LDP Messages

This section contains Label Distribution Protocol (LDP) messages.

## LDP-3

**Error Message** %LDP-3-ISSU\_XFORM: ISSU [chars] transformation failed for msg type ([dec]) [chars].

**Explanation** The LDP could not upgrade or downgrade a checkpointing message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LDP-3-RECONNECT: [chars]

**Explanation** An error occurred while parsing the incoming LDP initialization message. The FT reconnect timer value received was greater than the locally-configured forwarding state holding timer value.

**Recommended Action** Reconfigure the forwarding state holding timer value.

## LDP-4

**Error Message** %LDP-4-MAXMSGSIZE: Maximum implementation message size exceeded, actual %u, maximum %u

**Explanation** This is an informational message that appears when LDP receives a request to allocate memory resources for an LDP message with a size exceeding the current implemented maximum.

**Recommended Action** No action is required unless a larger message size is deemed to be required to support a new application. In this case the actual application should be identified and component owners contacted to increase the implemented maximum message size.

## LDP-5

**Error Message** %LDP-5-CLEAR\_CHKPT: Clear LDP bindings checkpoint state ([chars]) by [chars]

**Explanation** The checkpoint state for one or more LDP bindings has been reset.

**Recommended Action** No action is required.

**Error Message** %LDP-5-CLEAR\_NBR: Clear LDP neighbors ([chars]) by [chars]

**Explanation** One or more LDP neighbor sessions has been reset.

**Recommended Action** No action is required.

**Error Message** %LDP-5-GR: [chars]

**Explanation** An informational LDP notice was generated for a graceful restart event.

**Recommended Action** No action is required.

**Error Message** %LDP-5-SP: [chars]

**Explanation** An informational LDP notice was generated for a session protection event.

**Recommended Action** No action is required.

## LFD Messages

This section contains MFI Label Switching Database (LFD) messages.

## LFD-2

**Error Message** %LFD-2-AVL: [chars] [hex]

**Explanation** An error involving an Adelson-Velskii and Landis (AVL) tree operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-2-FPIHANDLER3: [chars] [hex] [hex] [hex]

**Explanation** An error has been detected in the forwarding path identifier (FPI) handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LFD-3

**Error Message** %LFD-3-BADEXEC: Unexpected Code Execution: [chars] [dec]

**Explanation** An error involving unexpected execution of code has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-BADFRRTYPE: illegal frr type: [dec]

**Explanation** An error involving an Fast ReRoute (FRR) request type has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-BADLABELADD: Cannot add label - [chars].

**Explanation** Unable to create label due to reason given.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-BADSHORTLABELADD: Cannot add short label: path\_idx [dec], moi\_type [dec]

**Explanation** Unable to create MFI feature space in FIB entry, so unable to store short path extension information there.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %LFD-3-BROKERINITFAIL: Failed to initialise lte RP broker facility

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-CHUNKMGR: chunk mgr: [chars] [hex]

**Explanation** An error involving the memory manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-CHUNKMGRALLOC: failed chunk alloc: [chars]

**Explanation** An error involving memory allocation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-CHUNKMGRDEALLOC: failed chunk dealloc: [chars]

**Explanation** An error involving the freeing of memory has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-EVTLOGBADSOURCE: Illegal log event source: [dec]

**Explanation** An illegal event in the log buffer has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-FIB\_SRC: Lable [[dec]/[dec]] [chars] [chars] [chars]

**Explanation** The FIB entry could not be sourced for label in question.

**Recommended Action** Enter the **show mpls forwarding-table internal** and **show ip route [vrf name] prefix** commands and capture the error message traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-FPIHANDLER: LFD SSS Handler: [chars]

**Explanation** An error has been detected in the FPI handler.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-FPITYPEWRONG: Require fpi type [chars], get fpi type [chars]

**Explanation** An error involving unmatched FPI types has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INTFDB: intf db: [chars] [hex]

**Explanation** An interface DB error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INTFDB2: intf db: [chars] [hex] [hex]

**Explanation** An interface DB error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVINSTALLER: Wrong installer [dec] for [chars] [dec]/[dec] update (was [dec])

**Explanation** The rewrite ID is invalid for non-IP label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVIPLABELTYPE: Wrong label type [dec] for IP Label [dec], table [dec] prefix [chars], vrf [chars]

**Explanation** The label type is invalid for the indicated label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVLABELTYPE: Wrong label type [dec] for non-ip LTE [dec]/[dec]

**Explanation** The label type is invalid for the non-IP label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVLABELUPDTYPE: Wrong label type [dec] for label [dec] table [dec] [chars] [chars]

**Explanation** An invalid label type was encountered during the specified operation.

**Recommended Action** Enter the **show mpls forwarding-table label label internal** command and capture the error message traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVPATHLBL: [chars] [chars]

**Explanation** An invalid outgoing label is attached to the prefix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVPLIST: Wrong path list type [dec] for label [dec]/[dec] [chars]

**Explanation** The path list type is set incorrectly for the label in question.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVRWID: Wrong rwid [dec] for non-ip LTE [dec]/[dec]

**Explanation** The rewrite ID is invalid for non-IP label table entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-INVXDRLLEN: Length [int] for [chars] field in LTE msg for [chars]

**Explanation** An error occurred when encoding the MPLS label information for the FEC in question. This could result in line cards having stale labels for this FEC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-KEY\_DB\_INSERTFAIL: [chars], entry [hex], existing [hex]

**Explanation** The element could not be inserted into the LFD's key database.

**Recommended Action** Enter the **show mpls forwarding-table label label internal** command and capture the error message traceback. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-LCXDRCLIENT: LTE distribution client: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-LTABLEMEM: Cannot allocate new mpls table [dec] of size [dec] needed for entry [dec]

**Explanation** There is not enough contiguous memory for the MPLS forwarding table.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %LFD-3-NONIPINFO: Non-ip info: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NOOCE: Attempt to get labels from OCE failed - [chars].

**Explanation** The calling function has provided insufficient information to get labels.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NORESOURCE: [chars] [dec]

**Explanation** A resource failure occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NULLADJACENCY: NULL Adjacency

**Explanation** A NULL adjacency was encountered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-NULLFIBIDB: NULL FIB IDB: [chars] [dec]

**Explanation** A NULL FIB IDB was encountered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-ORPHANLTE: Label [dec]/[dec], plist [dec], LDM: [hex]

**Explanation** The LTE for the label was supposed to be deleted, but is still present.

**Recommended Action** Collect the running configuration and the output of the **show mpls forwarding-table labels label-num** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-REWMGR: Rewrite Manager: [chars] [hex]

**Explanation** An error involving the rewrite manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-REWMGR2: [chars] [hex] [hex]

**Explanation** A rewrite lookup attempt has failed because of an inconsistency in the FPI.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-RPXDRCLIENT: Invalid XDR Client: %s

**Explanation** An internal software error occurred. The XDR client is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-RUNNING\_TIMER: [chars] [dec] [chars] [dec]

**Explanation** The MPLS forwarding entry for the specified label was deleted prior to the expiry of its associated timer.

**Recommended Action** Enter the **show mpls forwarding-table label *label* internal** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-SM: [chars] [dec]

**Explanation** An error involving the state machine has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-SMBADEVENT: Unexpected event [chars] for state [chars]

**Explanation** The LFD received an unexpected event for its state. The state of the LFD, and the unexpected event, are specified in the message text.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UNSUPPORTED\_XDR: [chars]

**Explanation** Decoding of an XDR message revealed data or a format that is unsupported in the current release.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UPDATEHANDLER2: [chars] [hex] [hex]

**Explanation** An error involving the update handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UPDATEHANDLER3: [chars] [hex] [hex] [hex]

**Explanation** An error involving the update handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-UPDATEHANDLERFPI: No handler installed: fpi=[dec] handler type=[chars]

**Explanation** No handler has been installed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-3-XDRBADMAGIC: xdr message for [chars] spilled out of allocated static storage

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LFD-4

**Error Message** %LFD-4-NOFIBIDB: [chars] - ifnum [dec]

**Explanation** The FIB IDB is missing on the line card.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-4-OWNCHANGED: Owner changed for [chars] [dec]/[dec] from [dec] to [dec]

**Explanation** A label was previously installed by a different installer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LFD-4-UNSUPPORTEDRW: Unexpected rewrites seen where MPLS is not supported by platform for this slot

**Explanation** MPLS is either not needed or not handled by the platform for this card and should not handle rewrites.

**Recommended Action** No action is required.

## LFD-5

**Error Message** %LFD-5-FRRISSULOG: FRR is not ISSU compatible, notified by %s

**Explanation** The ISSU negotiation results for Fast Reroute (FRR) are not compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LFD-6

**Error Message** %LFD-6-RESOURCE: [chars]

**Explanation** MPLS is not supported by the platform.

**Recommended Action** No action is required.

## LIBT2F-2

**Error Message** %LIBT2F-2-UNAVAILABLE: A new text2fax context could not be created

**Explanation** An internal error occurred in the initialization of the text2fax engine. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIBT2F-3

**Error Message** %LIBT2F-3-UNAVAILABLE: A text buffer is NULL

**Explanation** An internal error occurred in the text buffer processing. The fax transmission be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBT2F-3-UNAVAILABLE: Cannot allocate a packet from shared memory

**Explanation** The system is running low on packet memory. The fax cannot be sent correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBT2F-3-UNAVAILABLE: The text2fax engine failed

**Explanation** This occurred most likely due to a memory limitation or illegal data being passed into the text2fax engine. The fax transmission will be aborted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIBTIFF-3

**Error Message** %LIBTIFF-3-UNAVAILABLE: A new tiff context could not be created

**Explanation** An internal error occurred in the initialization of the tiff engine. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: A tiff buffer is NULL

**Explanation** An internal error occurred in the tiff buffer processing. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: A tiff buffer is invalid

**Explanation** An internal error occurred in the tiff buffer processing. The fax transmission will be aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: Cannot allocate a packet from shared memory

**Explanation** The system is running low on packet memory. The fax cannot be sent correctly

**Error Message** %LIBTIFF-3-UNAVAILABLE: Invalid dial peer tag %d

**Explanation** Invalid mmoip dial peer tag

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LIBTIFF-3-UNAVAILABLE: The tiff engine failed

**Explanation** This occurred most likely due to a memory limitation or illegal data being passed into the tiff engine. The fax transmission will be aborted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIBTIFF-4

**Error Message** %LIBTIFF-4-UNAVAILABLE: Bad copy quality on tty%d

**Explanation** Noisy phone lines or a bad modem caused this error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LIC

**Error Message** %LIC\_AGENT-3-MEMORY: %s

**Explanation** License Agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

## LICENSE-1

**Error Message** %LICENSE-1-UNAVAILABLE: Feature %s %s running without a License in this device, UDI=%s

**Explanation** Your system is running a feature that is licensed. Running a feature without a license will create support and legal issues.

**Recommended Action** Please buy and install the license for the feature immediately. If you are seeing this message after installation, contact TAC with show license file and show license detail output

**Error Message** %LICENSE-1-UNAVAILABLE: Feature %s %s running without a License.  
UDI=%s

**Explanation** Your system is running a feature that is licensed. Running a feature without a license will create support and legal issues.

**Recommended Action** Please buy and install the license for the feature immediately. If you are seeing this message after installation, contact TAC with show license file and show license detail output

**Error Message** %LICENSE-1-UNAVAILABLE: Feature %s %s will expire on %s. UDI=%s

**Error Message** %LICENSE-1-UNAVAILABLE: License for feature %s %s has expired %s.  
UDI=%s

**Explanation** License for the feature specified has expired

**Recommended Action** If this message recurs, customer should buy the license from Cisco since feature will not run

**Error Message** %LICENSE-1-UNAVAILABLE: License for feature %s %s will expire in %s.  
UDI=%s

**Explanation** License for the feature specified will expire in the specified time.

**Recommended Action** If this message recurs, customer should buy license for the feature from Cisco since feature will not run after license expiry

**Error Message** %LICENSE-1-UNAVAILABLE: License request for feature %s %s failed in this device, UDI=%s

**Explanation** Your system is trying to run a feature without a license.

**Recommended Action** Please buy and install the license for the feature immediately

**Error Message** %LICENSE-1-UNAVAILABLE: License request for feature %s %s failed.  
UDI=%s

**Explanation** Your system is trying to run a feature without a license.

**Recommended Action** Please buy and install the license for the feature immediately

## LICENSE-2

**Error Message** %LICENSE-2-UNAVAILABLE: %s

**Explanation** The IOS licensing subsystem does not have a primary storage

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem detected corrupted storage

**Recommended Action** If this error message occurs, please reinstall all the licenses.If you do not have the licenses, please contact Cisco with the correctUDI to get all the licenses issued for this particular device

**Error Message** %LICENSE-2-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem does not have a primary storage

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: %s UDI=%s

**Explanation** The IOS licensing subsystem detected corrupted storage

**Recommended Action** If this error message occurs, please reinstall all the licenses.If you do not have the licenses, please contact Cisco with the correctUDI to get all the licenses issued for this particular device

**Error Message** %LICENSE-2-UNAVAILABLE: '%s' failed with an error - rc = %d - '%s'

**Explanation** The IOS licensing subsystem encountered an error with the VLS api

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: '%s' failed with an error - rc = %d - '%s'

**Explanation** The ios licensing subsystem encountered an error with the VLS api

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-2-UNAVAILABLE: License IPC subsystem could not be initialized: %s

**Explanation** License IPC subsystem could not be initialized. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and contact the customer service. See whether the system resources are available

**Error Message** %LICENSE-2-UNAVAILABLE: License for feature %s %s has expired %s, UDI=%s

**Explanation** License for the feature specified has expired

**Recommended Action** If this message recurs, customer should buy the license from Cisco since feature will not run

**Error Message** %LICENSE-2-UNAVAILABLE: No memory available for %s

**Explanation** The IOS licensing subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt.

**Error Message** %LICENSE-2-UNAVAILABLE: No memory available for %s

**Explanation** The ios licensing subsystem could not obtain the memory it needed.

**Recommended Action** If this error message recurs, attempt to reduce memory usage by reducing the number of router features, or interfaces, enabled. Alternatively, add more memory. To display total memory usage for a router enter **show memory summary** at the privileged command line prompt. To display buffer usage enter **show buffers** at the prompt.

**Error Message** %LICENSE-2-UNAVAILABLE: The IOS license storage on this device was not recovered in this device, UDI=%s

**Explanation** The IOS license storage on this device was not recovered

**Recommended Action** If this error message occurs, please reinstall all the licenses.

**Error Message** %LICENSE-2-UNAVAILABLE: The IOS license storage on this device was not recovered. UDI=%s

**Explanation** The IOS license storage on this device was not recovered

**Recommended Action** If this error message occurs, please reinstall all the licenses.

## LICENSE-3

**Error Message** %LICENSE-3-FEATURE\_INCONSISTENT: License mismatch for feature %s %s: Active has %s and standby has %s

**Explanation** HAWKEYE log message.

**Recommended Action** No action required.

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The IOS licensing subsystem encountered an error while initializing/handling the implicit licenses

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The IOS licensing subsystem was unable to create a process

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem encountered an error while initializing/handling the implicit licenses

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service

**Error Message** %LICENSE-3-UNAVAILABLE: %s

**Explanation** The ios licensing subsystem was unable to create a process

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: %s %s %x rc: %s

**Explanation** Licensing is experiencing errors when communicating to Line Cards using IPC

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: %s, error:%d

**Explanation** Licensing is experiencing ISSU Errors

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: Client id:%d MTU failed, error:%d

**Explanation** Licensing is experiencing Errors when performing ISSU GET MTU during a transmit operation

**Recommended Action** Show issu negotiations. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: Client id:%d type = %d receive failed, error:%d

**Explanation** Licensing is experiencing Errors when performing ISSU Transformation during a receive operation

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: Client id:%d, type = %d xmit failed, error:%d

**Explanation** Licensing is experiencing errors when performing ISSU Transformation during a transmit operation

**Recommended Action** Show ipc ports. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LICENSE-3-UNAVAILABLE: License %s IPC port %s failed: %s

**Explanation** License IPC port could not be created. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: License Slave device registration failed : %s

**Explanation** License Slave registration failed. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available

**Error Message** %LICENSE-3-UNAVAILABLE: License Slave device registration failed : %s

**Explanation** License Slave registration failed. The reason for failure is displayed after :

**Recommended Action** If this error message recurs, please copy the message and and contact the customer service, See whether the system resources are available.

## LICENSE-4

**Error Message** %LICENSE-4-UNAVAILABLE: Expired license is loaded for feature: %s %s in this device, UDI=%s, StoreIndex=%s

**Explanation** An expired license is loaded or installed in the system

**Recommended Action** If you are seeing this message, please buy and install a license for this feature if you plan to use the feature.

**Error Message** %LICENSE-4-UNAVAILABLE: Expired license is loaded for feature: %s %s. UDI=%s; StoreIndex=%s

**Explanation** An expired license is loaded or installed in the system

**Recommended Action** If you are seeing this message, please buy and install a license for this feature if you plan to use the feature.

**Error Message** %LICENSE-4-UNAVAILABLE: License Agent is turned off. UDI=%s

**Explanation** The License Agent on this device is not running

**Recommended Action** Please check the device configuration if you need to enable it.

**Error Message** %LICENSE-4-UNAVAILABLE: License for feature %s %s will expire in %s UDI=%s

**Explanation** License for the feature specified will expire in the specified time.

**Recommended Action** If this message recurs, customer should buy license for the feature from Cisco since feature will not run after license expiry

**Error Message** %LICENSE-4-UNAVAILABLE: Setting precedence for feature %s failed with error : %d

**Explanation** Setting precedence for a grace period license failed. This will cause customer to use wrong license for the same feature

**Recommended Action** If this error message recurs, please copy the message and contact the customer service

**Error Message** %LICENSE-4-UNAVAILABLE: The source license udi(%s:%s) differs from the platform udi(%s:%s), please save the running config.

**Explanation** The source license udi mismatches with the platform udi

**Recommended Action** Please save running-config.

## LICENSE-6

**Error Message** %LICENSE-6-UNAVAILABLE: EULA for feature %s %s has been accepted in this device, UDI=%s, StoreIndex=%s

**Explanation** End User License Agreement was accepted on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: EULA for feature %s %s has been accepted. UDI=%s; StoreIndex=%s

**Explanation** End User License Agreement was accepted on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s count violation - count = %d, usage count = %d.

**Explanation** The feature's count is less than the current usage count

**Recommended Action** This is just an informational message to denote count change for particular feature

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s license count changed from %d to %d.

**Explanation** The feature's maximum licensable count has changed

**Recommended Action** This is just an informational message to denote count change for particular feature

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was installed in this device, UDI=%s, StoreIndex=%s

**Explanation** Feature was installed on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was installed in this device. UDI=%s; StoreIndex=%s

**Explanation** Feature was installed on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was removed from this device, UDI=%s, StoreIndex=%s

**Explanation** Feature was removed from this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: Feature %s %s was removed from this device. UDI=%s; StoreIndex=%s

**Explanation** Feature was removed from this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been annotated, UDI=%s, StoreIndex=%s, Comment=%s

**Explanation** Feature was annotated on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been annotated. UDI=%s; StoreIndex=%s; Comment=%s

**Explanation** Feature was annotated on this device

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been revoked in this device, UDI=%s, StoreIndex=%s

**Explanation** A license is revoked from the system

**Recommended Action** This is just an informational message to log a message when a license has been revoked

**Error Message** %LICENSE-6-UNAVAILABLE: License for feature %s %s has been revoked. UDI=%s; StoreIndex=%s

**Explanation** A license is revoked from the system

**Recommended Action** This is just an informational message to log a message when a license has been revoked

**Error Message** %LICENSE-6-UNAVAILABLE: The IOS license storage on this device was recovered in this device, UDI=%s

**Explanation** The IOS license storage on this device was recovered

**Recommended Action** none

**Error Message** %LICENSE-6-UNAVAILABLE: The IOS license storage on this device was recovered. UDI=%s

**Explanation** The IOS license storage on this device was recovered

**Recommended Action** none

## LIC\_AGENT-3

**Error Message** %LIC\_AGENT-3-MEMORY: %s

**Explanation** License Agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

**Error Message** %LIC\_AGENT-3-UNAVAILABLE: event %d, %s

**Explanation** License Agent tried to execute an unknown event.

**Recommended Action** Contact technical support for problem resolution.

## LINEPROTO Messages

**Error Message** %LINEPROTO-SP-5-UPDOWN: Line protocol on Interface %s, changed state to %s

**Explanation** The data link level line protocol changed state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# LINK Messages

This section contains data link messages.

## LINK-0

**Error Message** %LINK-0-UNAVAILABLE: Fatal reentrancy, level=%d, intfc=%s

**Explanation** An internal software error occurred. The system code tried to access a critical data structure which was already in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-2

**Error Message** %LINK-2-UNAVAILABLE: In critical region with interrupt level=%d, intfc=%s

**Explanation** An internal software error occurred. The high-level system code tried to call this routine with interrupts enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-2-UNAVAILABLE: Interface %s, undefined entry point

**Explanation** An internal software error occurred. The high-level system code tried to use an unimplemented entry point with the virtual interface descriptor block (IDB) driver.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-2-UNAVAILABLE: No linestate vector for %s

**Explanation** An internal software inconsistency occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-2-UNAVAILABLE: Source idb not set

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-3

**Error Message** %LINK-3-BOGUSENCAP: Interface [chars], bad encapsulation in idb-encype = [hex]

**Explanation** A serial interface has been configured with an unknown encapsulation.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %LINK-3-FCS\_ERROR: [chars] [chars] [chars] [chars]

**Explanation** The FCS error rate exceeds the configured threshold.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-3-LINK\_FAULT: [chars] [chars] [chars] [chars]

**Explanation** The link state for the port is down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-3-TOOSMALL: Interface [chars], Output runt packet of [dec] bytes

**Explanation** An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %LINK-3-UPDOWN: Interface [chars], changed state to [chars]

**Explanation** The interface hardware has gone either up or down.

**Recommended Action** If the state change was unexpected, confirm the configuration settings for the interface.

## LINK-4

**Error Message** %LINK-4-UNAVAILABLE: A random default MAC address of %e has been chosen. Ensure that this address is unique, or specify MAC addresses for commands (such as 'novell routing') that allow the use of this address as a default.

**Explanation** An addressing inconsistency occurred.

**Recommended Action** Make sure that this address is unique, or specify MAC addresses for commands such as novell routing that allow the use of this address as a default.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, FDDI state %s detected

**Explanation** There was a state change on the FDDI ring.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, Output packet size of %d bytes too big

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, bad output queue ID specified (%d).  
Packet dropped

**Explanation** This message indicates an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-4-UNAVAILABLE: Interface %s, encapsulated BPDU recvd from %e

**Explanation** An FCIT running in nonencapsulating transparent mode detected an FDDI bridge running in encapsulation mode on the same fiber. This is an unstable situation and should be corrected. The incoming interface is displayed, along with the FDDI MAC address in standard form.

**Recommended Action** Upgrade the errant interface to full transparent mode. Copy the error message exactly as it appears, and report it to your Cisco technical support representative.

**Error Message** %LINK-4-UNAVAILABLE: SSB deleted with timer running

**Explanation** An internal software error occurred. Problem has been corrected, and router operation has not been impaired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-5

**Error Message** %LINK-5-UNAVAILABLE: %s address %i, resolved by %i

**Explanation** An interface's IP address was successfully learned dynamically through BootP. The first address is the learned IP address. The second IP address is the IP address of the BootP server that provided the information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: %s address %i, resolved by %i

**Explanation** The Reverse Address Resolution Protocol (RARP) resolved an IP address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: %s address %i, resolved by %i

**Explanation** The Serial Line Address Resolution Protocol (SLARP) resolved an IP address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: Interface %s, %s

**Explanation** The interface entered or exited loopback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: Interface %s, changed state to %s

**Explanation** The interface hardware changed state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-5-UNAVAILABLE: Interface %s, remote loop %s %s

**Explanation** The interface entered or exited a remote loopback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LINK-6

**Error Message** %LINK-6-UNAVAILABLE: %s

**Explanation** BERT related information messages.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LINK-6-UNAVAILABLE: Interface %s, %s

**Explanation** BERT is completed for this interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LLC-2

**Error Message** %LLC-2-UNAVAILABLE: LLC2: %s UNEXPECTED EVENT

**Explanation** An internal software error was found. A software component is trying to use LLC2 structures that do not exist.

**Recommended Action** Record the configuration and any information that would be useful in recreating the error and call your technical support representative.

## LINK-SP

**Error Message** %LINK-SP-3-UPDOWN: Interface %s, changed state to %s

**Explanation** The interface hardware went either up or down.

**Recommended Action** If the state change was unexpected, confirm the configuration settings for the interface.

## LISP Messages

**Error Message** %LISP-3-NO\_MAP\_REQUEST\_SOURCE: Local map request source address not available for %s%s.

**Explanation** No map request source address is available, meaning the router cannot send any map requests.

**Recommended Action** Contact your Cisco service representative to diagnose the root cause. In the mean time adding the following command under router lisp will likely provide a workaround.  
**{ipv4|ipv6} map-request-source .**

**Error Message** %LISP-4-ASSERT: Internal LISP error (%s)%s

**Explanation** LISP control plane code execution encountered an unexpected condition.

**Recommended Action** Issue the **show {ip | ipv6} lisp database** command and look for routing locators marked as **missing**. Configure the missing routing locators for the remaining local EID prefixes. If a routing locator must not be used for inbound traffic to a local EID prefix then a priority of 255 can be specified.

**Error Message** %LISP-4-CEF\_DISABLED: Disabling %s CEF will impact configured LISP functionality.

**Explanation** CEF has been disabled whilst LISP has configuration which depends on CEF being enabled.

**Recommended Action** Re-enable CEF using the command **{iplipv6} cef [distributed]**.

**Error Message** %LISP-4-LOCAL\_EID\_NO\_ROUTE: No route to local EID database prefix %s.

**Explanation** There is no RIB route that covers or is a more specific of the configured local EID database prefix. This means that the ETR will not be able to forward decapsulated packets to their destination.

**Recommended Action** Check the network connectivity and routing configuration within the LISP site and re-establish a route to destinations covered by the configured EID prefix.

**Error Message** %LISP-4-LOCAL\_EID\_RLOC\_INCONSISTENCY: Inconsistent LISP routing locator configuration detected in the local EID database for instance-ID %u %s address family.

**Explanation** All the LISP local EID prefixes for an address family must be configured with the same set of routing locators. LISP detected that there are routing locators configured on some local EID prefixes and not on other local EID prefixes of the same address family.

**Recommended Action** Issue the **show {ip | ipv6} lisp database** command and look for routing locators marked as **missing**. Configure the missing routing locators for the remaining local EID prefixes. If a routing locator must not be used for inbound traffic to a local EID prefix then a priority of 255 can be specified.

**Error Message** %LISP-4-SITE\_XTR\_RLOC\_INCONSISTENCY: %s RLOC %s in EID database configuration in record for %s from %s.

**Explanation** While probing other xTRs in our own site we received a map reply mapping record listing a different set of locators than those we have configured in database commands.

**Recommended Action** Issue the **show {ip | ipv6} lisp database** command on both this xTR and the other site xTR that sent us the map reply to locate the mis-configuration. Add or remove locators in the config of one or both xTRs to make them have the same list of configured locators.

**Error Message** %LISP-4-UNSUPPORTED\_LOCAL\_RLOC: This platform does not support local %s RLOCs, %s will be marked as down.

**Explanation** The platform has indicated it does not support local RLOCs of this address family.

**Recommended Action** Deconfigure the RLOC, or move it to another xTR at the site which does not have this platform limitation.

## LLDP Messages

This section contains Link Layer Discovery Protocol (LLDP) messages.

### LLDP-4

**Error Message** %LLDP-4-LLDP\_NEW\_ENTRY: Neighbor record not committed - malloc failure

**Explanation** An LLDP entry creation failed due to a memory allocation failure.

**Recommended Action** Run memory diagnostics.

## LLIST-3

**Error Message** %LLIST-3-UNAVAILABLE: %s from 0x%x, 0x%x not on list

**Explanation** An internal inconsistency was detected when an attempt was made to remove an item from a list not on the list.

**Recommended Action** Copy the message exactly as it appears and report it to your technical service representative.

**Error Message** %LLIST-3-UNAVAILABLE: %s to 0x%x, 0x%x on list

**Explanation** An internal inconsistency was detected when an attempt was made to add an item to a list already on the list.

**Recommended Action** Copy the message exactly as it appears and report it to your technical service representative.

## LNMC-3

**Error Message** %LNMC-3-UNAVAILABLE: %s Bad clsi SAP id = %x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Bad data len = %d %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Bad header len = 0x%x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid ID type = 0x%x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.\_ERR

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid confirm %s %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid indication %s, %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid primitive type = 0x%x %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s Invalid ret code (0x%x) %s, %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LNMC-3-UNAVAILABLE: %s primitive not valid for lnm %s %s

**Explanation** A LAN network manager system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LOGIN-3

**Error Message** %LOGIN-3-UNAVAILABLE: Too many Login Authentication failures have occurred in the last one minute on the line %d.

**Explanation** A large number of authentication failures (greater than the configured limit) have occurred in the last one minute interval. It might indicate an attempt to gain unauthorized access to the device.

**Recommended Action** Make sure it is not by any malicious attempt to gain access to the device.

## LPD-3

**Error Message** %LPD-3-UNAVAILABLE: Line %t, packet has too many newlines to convert

**Explanation** An internal buffer did not have enough room to add all the necessary carriage returns to a packet of LPD data destined for a printer configured with a newline-convert command. This message is unlikely to occur with a file containing valid data.

**Recommended Action** Check the file being printed to see whether it contains valid, printable data.

# LRE\_CPE Messages

This section contains Long Reach Ethernet (LRE) Customer Premises Equipment (CPE) messages.

## LRE\_CPE-3

**Error Message** %LRE\_CPE-3-INVALIDMODE: CPE on interface [chars] is in invalid mode [chars].

**Explanation** The CPE is in an inconsistent mode; for example, the model number may imply a MAC mode while the CPE is in a PHY mode.

**Recommended Action** Enter the **show controllers lre cpe mfg** command to verify that the CPE model number string is correct. Enter the **hw-module slot slot lre upgrade remote** command to ensure that the CPE has the latest supported firmware. If the CPE's model number and firmware are correct, enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the CPE information again. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-INVALIDPATCH: CPE on interface [chars] has invalid LRE firmware.

**Explanation** The LRE firmware header does not have a valid signature, or the header information on the specified firmware is inconsistent with the contents of the firmware

**Recommended Action** Upgrade the firmware on the CPE to the latest supported one by using the **hw-module slot slot lre upgrade remote** command.

**Error Message** %LRE\_CPE-3-INVALIDPHY: CPE on interface [chars] has an unsupported Ethernet PHY.

**Explanation** The Ethernet PHY device on the CPE attached to the specified interface is not supported. This error occurs when the switch cannot recognize the PHY identifier of the PHY device(s) on the CPE. The reason could be one of the following: The Cisco IOS version running on the switch is not compatible with this CPE, the CPE is not supported by Cisco, or the switch did not correctly read the PHY identifier from the CPE.

**Recommended Action** Verify that the CPE is supported by Cisco. Enter the command **show controllers lre cpe mfg** to verify that the CPE model number string is correctly set. If the Cisco IOS version and CPE model number look correct, enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the PHY identifier again. As a

last resort, power cycle the CPE. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-NOVERCKSUM: Could not fetch CPE firmware version and checksum on interface [chars].

**Explanation** The system could not obtain the CPE firmware version and checksum. If the CPE has the latest firmware, and the CPE model number is correct, the most likely cause for this error is that the LRE link between the switch and the CPE is of poor quality.

**Recommended Action** Enter the command **show controllers lre cpe mfg** to verify that the CPE model number string is correctly set for this CPE. Enter the **hw-module slot slot lre upgrade remote** command to ensure that the CPE has the latest supported firmware. Enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the CPE firmware version and checksum. As a last resort, power cycle the CPE. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-UNKNOWNMODEL: CPE has unrecognizable model number [chars] on interface [chars]

**Explanation** The model number string in the CPE does not match a known CPE model number.

**Recommended Action** Enter the command **show controllers lre cpe mfg** to examine the model number of the CPE. Verify that the model number is supported by Cisco. Enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the CPE model number again. If the error message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-WRONGAPPVER: CPE on interface [chars] reported unsupported version of application firmware [chars]. Minimum application firmware version needed [chars]

**Explanation** Each CPE requires a currently supported application firmware version for it to function correctly. This CPE has a application firmware version that predates the earliest supported version.

**Recommended Action** Application firmware is not currently used on the CPE. This error message is for future use.

**Error Message** %LRE\_CPE-3-WRONGBOOTVER: CPE on interface [chars] reported unsupported version of bootloader firmware [chars]. Minimum bootloader firmware version needed [chars]

**Explanation** Each CPE requires a currently supported bootloader firmware version for it to function correctly. This CPE has a bootloader firmware version that predates the earliest supported version.

**Recommended Action** Enter the **hw-module slot slot lre upgrade remote** command to upgrade the bootloader firmware on the CPE to a recent version that supports the current requirements. If the CPE firmware upgrade does not solve the problem, enter the interface configuration **shutdown** command followed by the **no shutdown** command to force the switch to read the bootloader firmware version again. As a last resort power cycle the CPE. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_CPE-3-WRONGPATCH: CPE on interface [chars] has wrong patch version [hex]. Patch version [hex] or higher is needed for this CPE.

**Explanation** Each CPE requires a currently supported patch version for it to function. This CPE has a patch version that predates the earliest supported version. This condition might occur because the switch was upgraded with the latest Cisco IOS software image, but the CPE firmware has not been upgraded.

**Recommended Action** Enter the **hw-module slot slot lre upgrade remote** command to upgrade the patch on the CPE to the latest supported version.

## LRE\_CPE-5

**Error Message** %LRE\_CPE-5-SSNCHANGED: CPE unit on interface [chars] changed.

**Explanation** The CPE system serial number has changed. This condition usually means that the CPE unit on this interface was replaced.

**Recommended Action** No action is required.

## LRE\_LINK Messages

This section contains Long Reach Ethernet (LRE) link for the Catalyst 2950 LRE switch messages.

### LRE\_LINK-3

**Error Message** %LRE\_LINK-3-PROFILE\_FAILURE: Interface [chars], profile [chars] failure

**Explanation** The interface specified in the error message did not achieve link with the attached profile.

**Recommended Action** If the link failure was unexpected, confirm the profile settings for the interface.

**Error Message** %LRE\_LINK-3-UPDOWN: Interface [chars], changed state to [chars]

**Explanation** The interface hardware has either become active (came up) or become inactive (gone down).

**Recommended Action** If the state change was unexpected, confirm the configuration settings for the interface.

### LRE\_LINK-4

**Error Message** %LRE\_LINK-4-HEALTH\_MON: Interface [chars], had crossed certain monitored thresholds

**Explanation** The link status monitor for the specified interface has detected conditions that have crossed the configured thresholds.

**Recommended Action** Enter the **show controllers lre link monitor** command to obtain more information on this error. If the change in operating conditions was unexpected, confirm the configuration settings for the interface.

## LRE\_LOG Messages

This section contains Long Reach Ethernet (LRE) log messages.

### LRE\_LOG-7

**Error Message** %LRE\_LOG-7-LRE\_LOGGING: LRE Log:Interface [chars]: State: [chars], Event: [chars], Data: [chars].

**Explanation** The system has changed its state. The error message text provides more information on the cause of the change.

**Recommended Action** No action is required.

## LRE\_UPGRADE Messages

This section contains LRE upgrade for the Catalyst 2950 LRE switch messages.

### LRE\_UPGRADE-2

**Error Message** %LRE\_UPGRADE-2-LOCAL\_LOAD\_FAILURE: The system failed to load the firmware for local PHY controller:[dec]

**Explanation** An internal system error has occurred while loading the firmware for a local PHY controller.

**Recommended Action** Power cycle the switch. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LRE\_UPGRADE-3

**Error Message** %LRE\_UPGRADE-3-INIT\_SYSTEM: Upgrade module failed to initialize

**Explanation** The LRE upgrade module failed to initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_UPGRADE-3-LOCAL\_FAILURE: Upgrade of local controller [chars] failed

**Explanation** The LRE upgrade is unable to download firmware to a local controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LRE\_UPGRADE-4

**Error Message** %LRE\_UPGRADE-4-INIT\_RESOURCE: [chars]

**Explanation** The LRE upgrade module cannot locate a required resource.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LRE\_UPGRADE-4-TERMINATE: Upgrade on [chars] terminated

**Explanation** The customer equipment was disconnected or changed in the middle of an upgrade.

**Recommended Action** No action is required.

## LS1010\_CCM-2

**Error Message** %LS1010\_CCM-2-UNAVAILABLE: %s

**Explanation** The LS1010 TSCAM S/W subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information.

## LS1010\_CCM-3

**Error Message** %LS1010\_CCM-3-UNAVAILABLE: %s

**Explanation** The LS1010 TSCAM S/W subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical

support representative and provide the representative with the gathered information. error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information.

## LS1010\_CCM-4

**Error Message** %LS1010\_CCM-4-UNAVAILABLE: %s

**Explanation** The LS1010 TSCAM S/W subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information. error using the Output Interpreter OUTPUT\_INTERPRETER . Issue the show tech-support command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit BUG\_TOOLKIT . If you still require assistance, open a case with the Technical Assistance Center via the Internet TAC\_CASE\_OPEN , or contact your Cisco technical support representative and provide the representative with the gathered information.

## LSD Messages

This section contains MPLS Forwarding Infrastructure (MFI) Label Switching Database (LSD) messages.

### LSD-2

**Error Message** %LSD-2-APP\_NOTSUPP: [chars] interface does not support app [chars]

**Explanation** The interface does not support the application that is specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-AVL: [chars] [hex]

**Explanation** An error involving an Adelson-Velskii and Landis (AVL) tree operation has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-FPIHANDLER: [chars] [hex]

**Explanation** An error involving the FPI handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-INVALID\_VAR: [chars]

**Explanation** The function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-INVALID\_VAR2: [chars] [hex] [hex]

**Explanation** The function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-2-RESOURCE: [chars]

**Explanation** A system resource error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %LSD-2-TESTAPP2: Test app error: [chars]: [hex] [hex]

**Explanation** A test application error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD-3

**Error Message** %LSD-3-APPMGR: [chars] [hex]

**Explanation** An error involving the application manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-BADEXEC: Unexpected Code Execution: [chars] [dec]

**Explanation** An error involving unexpected execution of code has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-CHUNKMGR: chunk mgr: [chars] [hex]

**Explanation** A memory manager error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-CLIENT\_CONN: [chars]

**Explanation** A client connection error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-CLIENT\_CONN2: [chars] [hex] [hex]

**Explanation** A client connection error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-EVTLOGBADSOURCE: Illegal log event source: [dec]

**Explanation** An illegal event was found in the log buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-INTF\_DB: [chars]

**Explanation** An interface database error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-INTF\_DB2: [chars] [hex] [hex]

**Explanation** An interface database error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-INVALID\_PROC\_EVT: Unexpected process event [dec] for pid [dec]

**Explanation** The LSD component received an unexpected process event notification for the process with the specified ID.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-LABEL: [chars] [dec]

**Explanation** A label operation error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-LABEL2: [chars] [hex] [hex]

**Explanation** A label operation error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-MULTISERVICEREQ: Multiple outstanding service requests: [dec] [dec]

**Explanation** A service request was submitted, but one service request is already outstanding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-OS\_NOTIFY: Process id [dec] [chars], error code [dec]

**Explanation** The LSD was unable to notify the operating system about (un)registration of the specified process.

**Recommended Action** Enter the **show version**, **show running-config**, **show mpls infrastructure lsd apps** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-REWMGR: Rewrite Manager: [chars] [hex]

**Explanation** An error involving the rewrite manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-REWMGR2: [chars] [hex] [hex]

**Explanation** An attempt to look up a rewrite has failed because of an inconsistency in a forwarding path identifier.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-UPDATELISTMGR2: [chars] [dec] [dec]

**Explanation** A general error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-3-UPDATELISTMGREXEC: Illegal exec: [chars] [hex]

**Explanation** An error involving illegal execution of code has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD-4

**Error Message** %LSD-4-BADAPI: [chars] from [chars]

**Explanation** The LSD has received a message with invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-4-LABELFREETO: requested free timeout ([int] ms) by [chars] limited to: [int] ms

**Explanation** The timeout period for the MPLS application label has exceeded the maximum configured time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD-4-LABEL\_RESOURCE: label range [dec]-[dec] exhausted

**Explanation** The MPLS application is attempting to allocate more labels than the system configuration will allow.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD\_CLIENT Messages

This section contains MPLS Forwarding Infrastructure (MFI) Label Switching Database (LSD) client messages.

### LSD\_CLIENT-2

**Error Message** %LSD\_CLIENT-2-MSGHANDLERERR: Client=[dec] Msg type=[dec]  
Error=[chars]

**Explanation** An error involving the message handler has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-2-XDREXEC: [chars] [dec]

**Explanation** Illegal code has been executed in the XDR path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-2-XDREXEC2: [chars] [hex] [hex]

**Explanation** Illegal code has been executed in the XDR path.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

## LSD\_CLIENT-3

**Error Message** %LSD\_CLIENT-3-CLIENTAPI: Client API error: [chars] [dec]

**Explanation** An unexpected client API error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-INVALID\_VAR: [chars]

**Explanation** A function has received parameters that are invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-ISSU\_MSG\_CONV: [chars] [dec] [dec]

**Explanation** Could not convert received message type to a known message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-PCHUNK2: [chars]: [chars] [hex] [hex]

**Explanation** An error involving memory parameters has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version**, **show running-config** and **show process memory** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_CLIENT-3-UTIL2: [chars]: [hex] [hex]

**Explanation** An error involving utilities has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

## LSD\_HA Messages

This section contains MFI Label Switching Database (LFD) high availability (HA) messages.

### LSD\_HA-2

**Error Message** %LSD\_HA-2-CF: [chars] [dec]

**Explanation** A CF-related error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-2-RESOURCE: [chars]

**Explanation** A system resource error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %LSD\_HA-2-RF: [chars] [dec]

**Explanation** An RF-related error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSD\_HA-3

**Error Message** %LSD\_HA-3-GENERAL: [chars]

**Explanation** A function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-3-INVALID\_VAR: [chars]

**Explanation** A function has received invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-3-LABEL\_RANGE\_DB: [chars]

**Explanation** An error has occurred in the label range database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSD\_HA-3-UNSENT\_MSG\_DB: [chars]

**Explanation** An error has occurred in the unsent message database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSPV Messages

This section contains MPLS Label-Switched Path Verification (LSPV) messages.

### LSPV-3

**Error Message** %LSPV-3-COMM: [chars]: [hex] [hex]

**Explanation** An unexpected RP/LC XDR condition has been encountered in the communications module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %LSPV-3-COMM\_UNKNOWN\_RC: Unexpected oce return code

**Explanation** An unexpected OCE return code was encountered in the communications module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## LSS Messages

This section contains LS switching (LSS) message definition messages.

### LSS-1

**Error Message** %LSS-1-UNAVAILABLE: %s %s

**Explanation** LSS SDM Alert - protocol region reached limit. Cannot accept anymore entries. Need to reconfigure protocol regions, and reload

**Recommended Action** Reconfigure SDM region sizes and reload.

### LSS-3

**Error Message** %LSS-3-UNAVAILABLE: Conn empty detected %s. This port has had conn empty problems %d times since last boot

**Explanation** Informational

**Recommended Action** If portstuck reload is not enabled, manually reload the interface or OIR the card.

**Error Message** %LSS-3-UNAVAILABLE: Interface %s is portstuck This port has stuck %d times since last boot.

**Explanation** Informational

**Recommended Action** If portstuck reload is not enabled, manually reload the interface or OIR the card

## LSS-4

**Error Message** %LSS-4-UNAVAILABLE:  
 \*\*\*\*\* ATM Router Module (ARM)  
 not supported with ASP hardware version less than 6.0. Please upgrade ASP hardware  
 version to atleast 6.0 with FC-PFQ feature card. ATM Router Module (ARM) in slot  
 %d is not operational . \*\*\*\*\*

**Explanation** Cat8510 ASP hardware with version less than 6.0 doesnot support ATM Router  
 Modules (ARM)

**Recommended Action** Upgrade ASP hardware version to atleast 6.0 with FC-PFQ card.

**Error Message** %LSS-4-UNAVAILABLE: %s %d

**Explanation** LSIPC warning - LSIPC is timing out. uCode on that interface may not be responding

**Recommended Action** Possibly E-PAM is not responding

**Error Message** %LSS-4-UNAVAILABLE: %s %d

**Explanation** MAC Learn/Age IPC warning - MAC Learn or Age IPC dropped. The IOS bridge table  
 and the L2 Cam entries are inconsistant

**Recommended Action** Do clear bridge

## LTL Messages

This section contains local target logic (LTL) messages.

### LTL-2

**Error Message** %LTL-2-LTL\_PARITY\_CHECK: LTL parity check request for 0x%x.

**Explanation** The local target logic (LTL) parity check found a parity error on the index.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log.  
 Research and attempt to resolve the issue using the tools and utilities provided at  
<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MAB Messages

This section contains MAC authentication bypass (MAB) messages.

### MAB-5

**Error Message** %MAB-5-FAIL: Authentication failed for client (%s) on Interface %s

**Explanation** Authentication was unsuccessful.

**Recommended Action** No action is required.

**Error Message** %MAB-5-SUCCESS: Authentication successful for client (%s) on Interface %s

**Explanation** Authentication was successful.

**Recommended Action** No action is required.

## MACDB Messages

**Error Message** %MACDB-3-ERROR: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MACDB-4-WARN: Internal warning, %s

**Explanation** An internal software warning occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MACDB-6-INFO: Internal info, %s

**Explanation** An internal software information message occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MAC\_LIMIT Messages

This section contains MAC limit feature (MAC\_LIMIT) messages.

### MAC\_LIMIT-4

**Error Message** %MAC\_LIMIT-4-DROP: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries

**Explanation** The number of entries for a VLAN has gone below or is equal to the allowed number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MAC\_LIMIT-4-ENFORCE: Enforcing limit on Vlan [dec] with Configured limit = [dec]

**Explanation** The number of entries for a VLAN has exceeded the allowed number. The action that enforces the limit is configured.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MAC\_LIMIT-4-EXCEED: Vlan [dec] with Configured limit = [dec] has currently [dec] Entries

**Explanation** The number of entries for a VLAN has exceeded the allowed number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MAC\_LIMIT-4-PORT\_DROP: [chars] with Configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified port has gone below or is equal to the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-PORT\_ENFORCE: Enforcing limit on [chars] with Configured limit [dec]

**Explanation** The number of entries for the specified port has exceeded the permitted number. The action to enforce the limit is configured.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-PORT\_EXCEED: [chars] with configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified port has exceeded the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-VLAN\_DROP: Vlan [dec] with configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified VLAN has gone below or is equal to the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-VLAN\_ENFORCE: Enforcing limit on Vlan [dec] with configured limit [dec]

**Explanation** The number of entries for the specified VLAN has exceeded the permitted number. The action to enforce the limit is configured.

**Recommended Action** This message is for reporting purposes only. No action is required.

**Error Message** %MAC\_LIMIT-4-VLAN\_EXCEED: Vlan [dec] with configured limit [dec] has currently [dec] entries

**Explanation** The number of entries for the specified VLAN has exceeded the permitted number.

**Recommended Action** This message is for reporting purposes only. No action is required.

## MAC\_MOVE

This section contains MAC move notification feature (MAC\_MOVE) messages.

### MAC\_MOVE-4

**Error Message** %MAC\_MOVE-4-NOTIF: Host [enet] in vlan [dec] is flapping between port [chars] and port [chars]

**Explanation** The system found the specified host moving between the specified ports.

**Recommended Action** Examine the network for possible loops.

### MAILBOX-3

**Error Message** %MAILBOX-3-UNAVAILABLE: %s mailbox is offline. Interrupt ignored.

**Explanation** This message is generated when an attempt is made by the management module to communicate with an offline mailbox. When it appears, it indicates a problem exists between the perceived state of the mailbox from the router's side versus the management module's side.

**Recommended Action** Issue a system-wide reset on the management module. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: Checksum failed. Expected = 0x%02x, calculated = 0x%02x. Ignoring PDU.

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MAILBOX-3-UNAVAILABLE: Echo-request timed out. No response received. Mailbox offline.

**Explanation** An ECHO\_RESPONSE was not received in the appropriate time after the generation of an ECHO\_REQUEST. This failure only occurs during mailbox initialization, and indicates a problem between the communication path of the router module and its carrier card.

**Recommended Action** Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: Echo-response did not match echo-request!

**Explanation** The data received from an ECHO\_RESPONSE protocol data unit (PDU) did not match the original data provided in the ECHO\_REQUEST. Usually, this message is seen during initialization, and indicates a catastrophic failure of the mailbox interface. See MAILBOX-3-INITFAIL for more information.

**Recommended Action** Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: Intra-PDU timeout occurred on %s mailbox data.

**Explanation** A timeout occurred while sending or receiving the characters of a protocol data unit (PDU). The entire PDU will be ignored.

**Recommended Action** Informational message only. No action required

**Error Message** %MAILBOX-3-UNAVAILABLE: Mailbox initialization failure. %s Mailbox offline.

**Explanation** A catastrophic failure involving the initialization of the administrative mailbox occurred. The mailbox will be taken offline and remain in that state until a router module reset, or a system reload, occurs. At that time, initialization will again be attempted. Note that the functionality of the router, that is, its ability to receive and forward packets, is not affected by this error.

**Recommended Action** Confirm the router module installation. Make sure the software revision on the management module and the router module carrier card is up-to-date. If the error persists, call your technical support representative for assistance.

**Error Message** %MAILBOX-3-UNAVAILABLE: PDU of type %s received. Invalid or unsupported. Ignoring.

**Explanation** The protocol data unit (PDU) received was valid, but the type is not supported in the current software implementation. It will be ignored.

**Recommended Action** Informational message only. No action required.

## MAILBOX-6

**Error Message** %MAILBOX-6-UNAVAILABLE: Mailbox initialization successful.

**Explanation** This message is generated after a router reload to indicate the mailbox was successfully initialized.

**Recommended Action** Informational message only. No action required.

## MAILBOX-7

**Error Message** %MAILBOX-7-UNAVAILABLE: %s

**Explanation** This message header is paired with general debugging messages used to provide information about the functionality of the mailbox. To enable mailbox debugging, issue the command debug mailbox.

**Recommended Action** Advisory message only. No action required.

**Error Message** %MAILBOX-7-UNAVAILABLE: %s mailbox coming online.

**Explanation** This message is generated only when mailbox debugging is enabled. It provides information about the state of each incoming or outgoing mailbox.

**Recommended Action** Advisory message only. No action required.

**Error Message** %MAILBOX-7-UNAVAILABLE: Reading 0x%02x from carrier.

**Explanation** This message is generated only when mailbox debugging is enabled. It provides very low-level information about the incoming mailbox data stream.

**Recommended Action** Advisory message only. No action required.

**Error Message** %MAILBOX-7-UNAVAILABLE: Writing 0x%02x to carrier.

**Explanation** This message is generated only when mailbox debugging is enabled. It provides very low-level information about the outgoing mailbox data stream.

**Recommended Action** Advisory message only. No action required.

## MARINA-4

**Error Message** %MARINA-4-UNAVAILABLE: Unsupported flash type in the bootflash - %s.

**Explanation** The flash chips in the Flash SIMM is not supported by the platform.

**Recommended Action** Contact technical support to update your system.

## MBRI-1

**Error Message** %MBRI-1-UNAVAILABLE: %s %s failed

**Explanation** The MBRI network module failed to complete initialization.

**Recommended Action** Please make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBRI-1-UNAVAILABLE: %s could not get timer element

**Explanation** The requested operation could not be accomplished because a global pool of timer elements was empty. This may be due to a transient condition of certain system activity.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBRI-1-UNAVAILABLE: Port Adapter in bay %d, shutting down PA

**Explanation** The MBRI network module failed to complete initialization.

**Recommended Action** Please make sure there is sufficient memory available in the router. If you continue to get this message, copy the error message exactly as it appears, and report it to your technical support representative.

## MBRI-3

**Error Message** %MBRI-3-UNAVAILABLE: %s layer1 state is %d

**Explanation** The MBRI driver detected an invalid Layer 1 condition

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBRI-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The network module hardware reports that a non-MBRI port module was detected

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MBUS-2

**Error Message** %MBUS-2-UNAVAILABLE: From %s agent in slot %d. %s

**Explanation** The interface to the MBUS agent firmware has gone deaf. This is a software bug.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error

**Error Message** %MBUS-2-UNAVAILABLE: RAM version download to slot %d failed

**Explanation** The RAM version of the MBUS agent firmware could not be downloaded to specified slot. This may be a software or hardware bug.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error

## MBUS-3

**Error Message** %MBUS-3-UNAVAILABLE: Message type %u to %u has length %u (exceeds %u)

**Explanation** Software called send\_mbus\_msg with a length greater than 254. This is a software bug.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error

**Error Message** %MBUS-3-UNAVAILABLE: Status change message for register %x in slot %d, value = %x

**Explanation** The MBUS agent for the specified slot reported a status change for a register that is no longer being monitored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MBUS-6

**Error Message** %MBUS-6-UNAVAILABLE: New state is '%s'

**Explanation** This is an informational message. The DSI changed state with respect to MBUS control and became either a master or a slave. In a dial shelf with just one DSI, it must always be a master.

**Recommended Action** None

## MBUS\_SYS-0

**Error Message** %MBUS\_SYS-0-UNAVAILABLE: Failed to create registry %s %s

**Explanation** The specified registry could not be created. This is a catastrophic error for this feature. This needs a developer's intervention for a solution.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MBUS\_SYS-3

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Error slot %d, stream %d %s

**Explanation** A reassembly error was detected for the given slot/stream combination. Either the slot/stream combination was incorrect (so it gave an invalid reassembly buffer index) or the first/last (or last few) packet(s) was/were lost. The message will be dropped which may cause errors for the application running over MBUS.

**Recommended Action** This condition should correct itself. No action is required.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Failed to allocate MBUS channel for over 10 secs

**Explanation** No MBUS channel could be allocated for sending messages. There is either very heavy MBUS traffic or there is a hardware problem. If there is temporary heavy traffic, the condition will clear itself. In case of hardware errors either the mbus agent has died or the hardware interface to the mailbox is not draining messages. Resetting the processor (including agent) may clear the problem. If the problem persists the card probably has hardware problems and needs diagnosis.

**Recommended Action** Power cycle the card. If problem persists the card probably has a hardware problem.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Failed to queue message from slot %d stream %d

**Explanation** Failed to enqueue a message from the interrupt for process level software. The message will be dropped. This points to a potential problem in the mbus process level message handling. This can occur if there are problems with the mbus process specifically or there may be general IOS process related issues. This may also happen if the mbus process is not scheduled for extended periods of time and there is heavy MBUS traffic.

**Recommended Action** If this is a persistent problem, either the mbus process is dead or there are other IOS related problems. Consider rebooting the GRP if possible.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Failed to transmit MBUS message for over 10 secs

**Explanation** Message could not be transmitted since all the transmit buffers are full for ever 10 seconds. This may be a temporary problem if there is heavy MBUS traffic. Otherwise it is probably a hardware problem. Either the mbus agent is not responding or the hardware interface is not generating interrupts.

**Recommended Action** If this is a persistent problem power cycle the card. If the problem still continues it is likely to be a hardware problem and needs diagnosis.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: MBUS invalid channel selected  
(dev=%u, type=%u, channel=%d, len=%u)

**Explanation** Software tried to send a message on a invalid MBUS channel.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: MBUS message length too big  
(dev=%u, type=%u, len=%u)

**Explanation** Software tried to send a message with a length greater than 254.

**Recommended Action** Submit a bug with as much information as possible including the console output at the time of the error.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Message from slot %d in stream %d dropped

**Explanation** Message from the slot was dropped as there were no MBUS buffers available. Either the messages are coming too fast or the process level message handling is not draining messages quickly enough.

**Recommended Action** This condition should correct itself. Check if the GRP is being inundated by messages from the chassis. If the condition persists, consider rebooting the GRP.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Message from slot %d stream %d of length %d max message size %d

**Explanation** Message from a slot exceeded maximum message size and hence will be dropped. This should not happen during normal operations.

**Recommended Action** Verify health of MBUS using show mbus counters and the show mbus can-error commands. If any particular card shows errors and this condition persists, try reloading the card if possible. The error counts in the show mbus commands can be cleared using clear mbus-statistics.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Sequencing error (slot %d, stream %d): expected %d, received %d

**Explanation** An incorrect sequence number was detected in a multi packet message. This could happen if the source packetized the message incorrectly (unlikely) or one/more packets got dropped.

**Recommended Action** Check if there is excessive MBUS activity, copious printing from a line card etc. The command show mbus counters can provide lost message count.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Timeout on mbus request. Dest = %u, type = %u, addr = 0x%x

**Explanation** Failed to receive a response from a mbus request. This could be either a request for a eeprom field or a register read.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MBUS\_SYS-3-UNAVAILABLE: Unexpected response key = %u, current key = %u

**Explanation** Received an unexpected response to a read register or read eeprom.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MC3810\_DSX1-3

**Error Message** %MC3810\_DSX1-3-UNAVAILABLE: NULL

**Explanation** This message can take many forms. It provides information about a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %MC3810\_DSX1-5-UNAVAILABLE: NULL

**Explanation** Notification message.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MCAST Messages

This section contains Layer 2 Multicast log (MCAST) messages.

### MCAST-2

**Error Message** %MCAST-2-IGMP\_ADDRAL:IGMP: Address Aliasing for [chars]

**Explanation** The network management processor (NMP) detected a multicast data stream being directed to a special multicast address. Several special class D addresses are used exclusively for control purposes by the multicast protocols IGMP, DVMRP, MOSPF, and PIM. The sending of noncontrol packets to these addresses is considered address aliasing.

**Recommended Action** From the displayed MAC and IP address information, determine which device's IP address is being aliased. Change its IP address to an address outside of the special multicast address group, or do not use it for the multicast data feed.

**Error Message** %MCAST-2-IGMP\_ADDRALDETAILS:IGMP: Multicast address aliasing: From [chars] ([IP\_address]) on [dec]/[dec] to [chars]

**Explanation** The network management processor (NMP) detected a multicast data stream being directed to a special multicast address. Several special class D addresses are used exclusively for control purposes by the multicast protocols IGMP, DVMRP, MOSPF, and PIM. The sending of noncontrol packets to these addresses is considered address aliasing.

**Recommended Action** From the displayed group, port, and IP address information, determine which device's IP address is being aliased; [dec]/[dec] is the module number/port number. Change its IP address to an address outside of the special multicast address group, or do not use it for the multicast data feed.

**Error Message** %MCAST-2-IGMP\_FALLBACK:IGMP: Running in FALL BACK mode

**Explanation** The network management processor (NMP) has detected excessive multicast traffic being directed to a special multicast address that should be used exclusively for control purposes. As a result, the NMP has entered fallback mode, in which it stops snooping packets with the specified destination MAC address. After 5 minutes the NMP will attempt to listen to these groups

again. If it fails 3 times, the switch will move to fallback mode permanently. In fallback mode, only IGMP-based packets will be directed to the NMP, and router ports will be learned only from IGMP general query messages.

**Recommended Action** From the group and IP address information displayed by related system messages, determine which device's IP address is being aliased. Change its IP address to an address outside of the special multicast address group, or do not use it for the multicast data feed.

**Error Message** %MCAST-2-IGMP\_SNOOP\_DISABLE:

**Explanation** IGMP snooping is disabled, but the system is receiving multicast traffic. This situation will force multicast packets to be directed to the route processor, possibly flooding it. IGMP snooping may have been disabled automatically due to excessive multicast traffic.

**Recommended Action** By capturing packets on the management VLAN (using a sniffer or SPAN), determine the source of the excessive multicast traffic and remove it.

## MCAST-3

**Error Message** %MCAST-3-GROUP\_IP\_INVALID: MCAST: Invalid group\_ip in SSO sync msg for LTL type=[dec], index [hex]

**Explanation** A system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCAST-3-IGMP\_PKT\_DROPPED:IGMP: IGMP Queue full (high packet rate/CPU busy), dropped [dec] packet(s) in last 5 minutes

**Explanation** The IGMP queue dropped one or more packets during the past five minutes either because the queue was full due to a high packet rate or because the CPU was too busy.

**Recommended Action** If the packet drops are few and infrequent, the drops may be caused by a transient condition, and no action is required. If many packets are being dropped, a multicast server might be flooding the switch, or some other process might be using excessive CPU resources.

**Error Message** %MCAST-3-PIMV2\_PTCAM\_LTL\_ALL: PIMv2 PT\_CAM LTL change to %s failed on all %s

**Explanation** While the system was executing an MPLS, router-guard, or PIM rate-limiter configuration command, communication with all line cards failed. As a result, the PIMv2 protocol redirection feature might not work properly.

**Recommended Action** Enter the MPLS, router-guard, or PIM rate-limiter command (**[no] mpls ip** or **[no] router-guard ip multicast switchports** or **[no] mls rate-limit multicast ipv4 pim**) again to cause the PIMv2 redirection local target logic (LTL) to be reprogrammed.

**Error Message** %MCAST-3-PIMV2\_PTCAM\_LTL\_LC: PIMv2 PT\_CAM LTL change to %s failed on linecard %d

**Explanation** While the system was executing an MPLS, router-guard or PIM rate-limiter configuration command, communication with one of the line cards failed. As a result, the PIMv2 protocol redirection feature might not work properly.

**Recommended Action** Enter the MPLS, router-guard, or PIM rate-limiter command (**[no] mpls ip** or **[no] router-guard ip multicast switchports** or **[no] mls rate-limit multicast ipv4 pim**) again to cause the PIMv2 redirection local target logic (LTL) to be reprogrammed.

**Error Message** %MCAST-3-PROT\_RED\_ALL: %s of %s redirection failed on all %s

**Explanation** While IGMP or PIMv2 snooping was being globally enabled or disabled, communication with all line cards failed. As a result, the protocol redirection feature might not work properly.

**Recommended Action** Disable and then enable IGMP or PIMv2 snooping globally, or vice versa, depending on whether the enable or disable form of the **[no] ip [igmp | pim] snooping** command was executed.

**Error Message** %MCAST-3-PROT\_RED\_LC: %s of %s redirection failed on linecard %d

**Explanation** While IGMP or PIMv2 snooping was being globally enabled or disabled, communication with one of the line cards failed. As a result, the protocol redirection feature might not work properly.

**Recommended Action** Disable and then enable IGMP or PIMv2 snooping globally, or vice versa, %MCASTRED-3-BAD\_SYNC\_TYPE depending on whether the enable or disable form of the **[no] ip [igmp | pim] snooping** command was executed.

**Error Message** %MCAST-3-QUERY\_INT\_MISMATCH: Snooping Querier received a non-matching query interval ([dec] msec), from querier address ([IP\_address]) on VLAN([dec]).Configured query-interval ([dec] msec)

**Explanation** Mismatch of snooping query interval found between routers which can lead to querier flapping issues

**Recommended Action** Configure the same snooping query interval across all the active and redundant queriers in the VLAN.

## MCAST-4

**Error Message** %MCAST-4-LTL\_FULLL\_VDB\_CREATE\_FAILED: Multicast Multi-Layer Switching: Failed to create VLAN ([dec]), hardware resource unavailable

**Explanation** The number of multicast MAC entries has exceeded the hardware limit. As a result, the VLAN will be software switched. This error also occurs when a larger number of VLANs are configured on a virtual switch.

**Recommended Action** Check the number of multicast MAC entries using the **show mac-address-table multicast count** command. Consider rearranging the network topology to reduce the multicast MAC count. Once multicast MAC entries fall below the hardware limit, unconfigure the VLAN using the **no vlan** command and reconfigure it.

**Error Message** %MCAST-4-RX\_LVRANGE:IGMP: Rcvd Leave in the range [chars]

**Explanation** The switch received an IGMP leave message from a host for the group address in the specified range. This range is normally used for control packets and should not be used for general multicast data traffic.

**Recommended Action** No action is required if the frequency of the message is not affecting the operation of the switch. This message may indicate a malfunction of the multicast host device that sent it. To determine the identity of the multicast device, check for related system messages reporting details of the IGMP leave. Using the port information displayed by the related system messages, capture port traffic to determine the source of the IGMP leave message.

## MCAST-5

**Error Message** %MCAST-5-RX\_IGMPLV:IGMP: Rcvd IGMP Leave [chars] on [dec]/[dec]

**Explanation** The switch has received an IGMP leave message for the group number on module number/port number; [chars] is the group number, and [dec]/[dec] is the module number/port number.

**Recommended Action** No action is required.

**Error Message** %MCAST-5-RX\_IGMPREPORT:IGMP: Rcvd IGMP Report [chars] on [dec]/[dec]

**Explanation** The switch has received an IGMP report message for the group number on module number/port number; [chars] is the group number, and [dec]/[dec] is the module number/port number.

**Recommended Action** No action is required.

## MCAST-6

**Error Message** %MCAST-6-ADDRESS\_ALIASING\_FALLBACK: Address Aliasing detected for group %e on vlan %d from possible source ip %i source mac %e

**Explanation** Multicast packets with destination that aliases a special L2 entry can represent a possible denial of service attack and overwhelm the CPU, we need to take care of them

**Recommended Action** Remove from the L2 table the entry for which address aliasing was detected.

**Error Message** %MCAST-6-ADDRESS\_ALIASING\_NORMALMODE: Address Aliasing timer expired reinstalling entry for group %e on vlan %d

**Explanation** After a certain time dependent on the group we detected address aliasing for, we reinstall the correspondent L2 entry

**Recommended Action** Reinstall in the L2 table the entry for which address aliasing was detected.

**Error Message** %MCAST-6-CGMP\_JOININFO: CGMP: GDA %e USA %e

**Explanation** The system has received from the router a Cisco Group Management Protocol (CGMP) join message for the group destination address (GDA) for the host whose unicast source address (USA) is shown.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-DELGDA: Deleting a GDA %e in vlan %d

**Explanation** A multicast entry in the specified VLAN is being deleted because an IGMP leave from the last host for this group destination address (GDA) was received.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-ETRACK\_LIMIT\_EXCEEDED: [chars] snooping was trying to allocate more explicit-tracking entries than what allowed ([dec]

**Explanation** The allocation of explicit-tracking entries is limited to avoid the monopolizing of system resources by IGMP and MLD snooping.

**Recommended Action** Reduce the number of (s,g) channels or the number of receivers. When the explicit-tracking database has gone beyond its limit, new membership for any channels will not be tracked. This condition might cause high-leave latency when those members leave a channel. Another alternative is to increase the limit from configuration mode by entering the **ip igmp snooping limit track max-entries** command. It is important to note that increasing the value of *max-entries* could cause the system to fail because of high use of system resources.

**Error Message** %MCAST-6-ETRAK\_STATS\_LIMIT\_EXCEEDED: Number of entries in %s snooping explicit-tracking statistics has exceeded the %s (%d)

**Explanation** The number of explicit-tracking statistics entries is bounded to avoid monopolizing of system resources by IGMP/MLD snooping. The explicit-tracking statistics database maximum size is set to the same as that of explicit-tracking limit. The statistics are split into two banks: permanent and volatile. The statistics entries will be stored permanently (volatile) until the permanent entries threshold is reached, after which the statistics will be stored temporarily up to the database maximum size. When the size of the database exceeds the permanent threshold, a group will be removed on receiving an IGMP/MLD leave. Groups can be removed whether they were installed above or below the permanent threshold. If the number of statistics entries grows beyond the maximum size of the database, then no statistics will be stored for any newly formed groups.

**Recommended Action** If the number of groups being used in the network exceeds the recommended value of the explicit-tracking database, you can increase the size of the database using the **ip {igmp | mld} snooping limit track {0-128000}** command. If the number of groups being used by hosts exceeds the recommended value of the explicit-tracking database, but the number of groups currently active is less than the database size and you require complete statistics, you can set the explicit-tracking limit to the maximum using the **ip {igmp | mld} snooping limit track {0-128000}** command. If you are interested only in statistics of the groups currently active in the system, you can clear the IGMP/MLD snooping statistics to free up space in the database. The following command can be used to clear snooping statistics: **clear ip {igmp | mld} snooping statistics [interface [type slot/port | vlan x]].**

**Error Message** %MCAST-6-GC\_LIMIT\_EXCEEDED: %s snooping was trying to allocate more Layer 2 entries than what allowed (%lu)

**Explanation** The allocation of layer 2 entries is bounded to avoid the IGMP snooping hogs the system resources

**Recommended Action** Fewer IP groups must be sent, even because the groups that goes beyond the limit aren't learned from IGMP snooping. Another alternative is to set the limit from the config mode through the CLI 'ip igmp snooping l2-entry-limit '. Increasing the value of max-entries could create crash due to high use of system resources.

**Error Message** %MCAST-6-GLOBAL\_CGMP\_REDIRECT\_NOT\_INSTALLED: Global IGMP Snooping CGMP MAC Redirection not Installed, System cannot operate in IGMP\_CGMP mode automatically

**Explanation** The global IGMP Snooping feature was unable to install the CGMP-MAC redirection. As a result, the system cannot automatically function in IGMP\_CGMP mode when the CGMP-capable devices are in the network.

**Recommended Action** Enter the per-VLAN **ip igmp snooping cgmp present** command in all the VLANs that have one or more receivers through a CGMP-capable Layer 2 switch connected to this system.

**Error Message** %MCAST-6-IGMP\_BADPKT: IGMP: No of Packets received with %s in last 5 minutes = %d

**Explanation** This message indicates that the switch received n IGMP packets with bad checksums in last 5 minutes

**Recommended Action** This message is provided for information only.

**Error Message** %MCAST-6-IGMP\_CGMP\_MODE: IGMP snooping now is running in IGMP\_CGMP mode on vlan [dec]

**Explanation** The specified VLAN is running in IGMP/CGMP mode.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_ONLY\_MODE: IGMP snooping now is running in IGMP\_ONLY mode on vlan [dec]

**Explanation** The specified VLAN is running in IGMP mode.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_PKT\_DROPPED: IGMP: IGMP Queue full (high packet rate/CPU busy), dropped [dec] packet(s) in last 5 minutes

**Explanation** The IGMP packet queue is not able to accommodate additional packets. Any additional packets will be dropped without processing.

**Recommended Action** Reduce the IGMP packet rate to prevent packets from being dropped.

**Error Message** %MCAST-6-IGMP\_RATE\_LIMIT\_DISABLE: IGMP: enabling Snooping on Vlan([dec]), IGMP messages will not be rate limited

**Explanation** After throttling the IGMP messages on the VLAN for a certain period, snooping is reenabled after the user manually fixes the rate on the offending VLAN and reduces the CPU load.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_RATE\_LIMIT\_ENABLE: IGMP: Incoming IGMP message rate exceeded max threshold([dec] pps), disabling Snooping on Vlan([dec]) with Rate([dec] pps)

**Explanation** The incoming rate of IGMP messages exceeded the maximum configured threshold. Snooping will be disabled on all high-rate VLANs to lower the aggregate rate below the threshold on all remaining VLANs.

**Recommended Action** Ease the CPU load by reducing the rate of IGMP messages on all high-rate VLANs.

**Error Message** %MCAST-6-IGMPV3\_BADPKT: IGMPV3: No of bad packets received (%s) = %d

**Explanation** The switch received the specified number of bad IGMP packets.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMPV3\_EXCLUDE\_RECORD: Received %d IGMP-V3 EXCLUDE Group Records with zero sources. Last received from

**Explanation** This message indicates the number of IGMPv3 EXCLUDE 0 reports that were received for groups in the source specific multicast (SSM) range.

**Recommended Action** No action is required.

**Error Message** %MCAST-3-IGMPV3\_V1V2PKT: No of IGMP (%s) messages received in SSM Range = %d

**Explanation** The specified number of IGMP messages was received for groups in the source specific multicast (SSM) range.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-IGMP\_BADPKT: IGMP: No of Packets received with %s in last 5 minutes = %d

**Explanation** The switch received the specified number of IGMP packets with bad checksums during the previous five minutes.

**Recommended Action** No action is required.

**Error Message** %MCAST-3-IGMP\_VLAN\_SNOOP\_ALL: %s of protocol redirection for vlan %d failed on all %s

**Explanation** While enabling or disabling IGMP snooping on the VLAN, communication with all line cards failed. As a result, the protocol redirection feature might not work properly for the VLAN.

**Recommended Action** Disable and then enable IGMP snooping on the VLAN, or vice versa, depending on whether the enable or disable form of the **[no] ip igmp snooping** command was executed.

**Error Message** %MCAST-3-IGMP\_VLAN\_SNOOP\_LC: %s of protocol redirection for vlan %d failed on linecard %d

**Explanation** While enabling or disabling IGMP snooping on the VLAN, communication with one of the line cards failed. As a result, the protocol redirection feature might not work properly for the VLAN.

**Recommended Action** Disable and then enable IGMP snooping on the VLAN, or vice versa, depending on whether the enable or disable form of the **[no] ip igmp snooping** command was executed.

**Error Message** %MCAST-6-L2\_HASH\_BUCKET\_COLLISION: Failure installing (G,C)->index: ([enet],[dec])->[hex] Protocol : [dec] Error: [dec]

**Explanation** A Layer 2 entry could not be installed in the hardware because there is not enough space in the hash bucket. Multicast packets will be flooded on the incoming VLAN because the Layer 2 entry installation failed.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-LTL\_HIGH\_WATER\_MARK: Number of free LTL indices in the system has reached above the low threshold ([dec])

**Explanation** The number of indices available in the system has increased above the low threshold. Snooping on the VLANs will resume.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-LTL\_LOW\_WATER\_MARK: Number of free LTL indices in the system has reached below the low threshold ([dec])

**Explanation** The number of indices available in the system has fallen below the low threshold. As a result, the multicast traffic on the VLANs will be flooded and snooping will be discontinued.

**Recommended Action** Check whether the system has many source-only entries. Use the remote command switch show mmls verbose gc gce,, Enforce a limit on the number of source only entries by using the command ip igmp snooping source-only-learning limit. This however would cause remaining source only entries to flood in the VLAN.

**Error Message** %MCAST-6-LTL\_WATER\_MARK: Number of free LTL indices in the system has reached above the low threshold (%d)

**Explanation** The number of local target logic (LTL) indices available in the system has exceeded the lower threshold, and snooping on the VLANs will resume.

**Recommended Action** No action is required, but you can enter the **remote command switch show mmls mltl** command to check multicast LTL resource usage.

**Error Message** %MCAST-6-MCAST\_PROT\_STATUS: %s Feature is %sabled

**Explanation** This message displays whether the Layer 2 multicast feature is enabled or disabled.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_RTRADD\_PIM: Adding Router Port %d/%d in vlan %d - PIM message

**Explanation** The CGMP/IGMP has learned a new router port through a PIM message.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_RTRADD\_PROT: Adding Router Port %d/%d in vlan %d

**Explanation** The CGMP/IGMP/MLD has learned a new router port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_RTRADD\_USERCFG: Adding Router Port %d/%d in vlan %d - User Configured

**Explanation** A user-configured multicast router port was added using the CLI.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MCAST\_TOPOCHG: Recvd Topology Change Notification in vlan %d

**Explanation** The network management processor (NMP) received a topology change notification in a VLAN.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MLD\_ADDRESS\_ALIASING\_FALLBACK: Address Aliasing detected for [enet] on vlan [dec] from possible src-ip[ipv6\_addr] dst-ip[ipv6\_addr] src-mac [enet]

**Explanation** Multicast packets with destinations that alias a special Layer 2 entry can indicate a possible denial-of-service attack and overwhelm the CPU.

**Recommended Action** Remove from the Layer 2 table the entry for which address aliasing was detected.

**Error Message** %MCAST-6-MLD\_ADDRESS\_ALIASING\_NORMALMODE: Address Aliasing timer expired reinstalling entry for group [enet] on vlan [dec]

**Explanation** After a certain time (dependent on the group for which address aliasing was detected) the corresponding Layer 2 entry is reinstalled.

**Recommended Action** Reinstall in the Layer 2 table the entry for which address aliasing was detected

**Error Message** %MCAST-6-MLD\_RATE\_LIMIT\_DISABLE: MLD: enabling Snooping on Vlan([dec]), MLD messages will not be rate limited

**Explanation** After throttling the IGMP messages on the VLAN for a certain period, snooping is reenabled after the user manually fixes the rate on the offending VLAN and reduces the CPU load.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-MLD\_RATE\_LIMIT\_ENABLE: MLD: Incoming MLD message rate ([dec] pps) exceeded max threshold([dec] pps), disabling Snooping on Vlan([dec]) for [dec] secs

**Explanation** The incoming rate of MLD messages has exceeded the maximum configured threshold. Snooping will be disabled on all high rate VLANs to reduce the aggregate rate on all remaining VLAN to below the threshold.

**Recommended Action** Ease the CPU load by reducing the rate of MLD messages on all high-rate VLANs.

**Error Message** %MCAST-6-RGMP\_JOIN: Rcvd RGMP Join Mesg %d/%d vlan %d for Group %i

**Explanation** The router has joined a multicast group.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RGMP\_JOINRANGE: Rcvd RGMP Join Message in the range 01-00-5e-00-00-xx

**Explanation** The router sent a message for an invalid (reserved) address. The address 01-00-5e-00-00-xx cannot be used by the Router Port Group Management Protocol (RGMP).

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RGMP\_LEAVE: Rcvd RGMP Leave Mesg %d/%d vlan %d for Group %i

**Explanation** The router has left a multicast group.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RGMP\_LVRANGE: Rcvd RGMP Leave Mesg in the range 01-00-5e-00-00-xx

**Explanation** The router sent a message for an invalid (reserved) address. The address 01-00-5e-00-00-xx cannot be used by RGMP.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RTRDEL\_TIMEOUT: Deleting Router Port %d/%d in vlan %d - Timeout

**Explanation** The router port timer has timed out and the router port entry has been removed.

**Recommended Action** Determine whether a router is connected to the indicated port, and verify that IGMP is enabled.

**Error Message** %MCAST-6-RTRRGMP\_BYE: Router Port %d/%d in vlan %d has become nonRGMP-capable

**Explanation** An RGMP router port has changed to a non-RGMP router port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RTRRGMP\_HELLO: Router Port %d/%d in vlan %d has become RGMP-capable

**Explanation** A router port has changed to a RGMP-capable port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RTRRGMP\_TIMEOUT: Router Port %d/%d in vlan %d has become RGMP-capable

**Explanation** The RGMP router has timed out and the port is no longer RGMP-capable.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_CGMPJN: Rcvd CGMP Join Mesg in vlan %d

**Explanation** A CGMP join message was received by a VLAN.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_CGMPLV: Rcvd CGMP Leave Mesg %d/%d vlan %d

**Explanation** A CGMP leave message was received on a VLAN port.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_IGMPLV: IGMP: Rcvd IGMP Leave %e on %d/%d

**Explanation** The switch received an IGMP leave message for the group number on module number/port number.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_IGMPREPORT: IGMP: Rcvd IGMP Report %e on %d/%d

**Explanation** The switch received an IGMP report message for the group number on module number/port number.

**Recommended Action** No action is required.

**Error Message** %MCAST-6-RX\_JNRANGE: IGMP: Rcvd Report in the range of 01-00-5e-00-00-xx

**Explanation** The switch received an IGMP report from a host for the group address in the range of 01-00-5e-00-00-xx. This range is reserved for control packets and should not be used for general multicast data traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCAST-6-RX\_LVRANGE: IGMP: Rcvd Leave in the range of 01-00-5e-00-00-xx

**Explanation** The switch received an IGMP leave from a host for the group address in the range of 01-00-5e-00-00-xx. This range is reserved for control packets and should not be used for general multicast data traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCAST-6-SOURCE\_ONLY\_LIMIT\_EXCEEDED: [chars] snooping was trying to allocate more source only entries than allowed ([int])

**Explanation** Attempts by the IGMP snooping module to allocate source-only entries has exceeded the limit. This limit prevents the IGMP snooping module from consuming all of the system resources. Any IP groups sent in excess of the limit will not be learned by IGMP snooping.

**Recommended Action** Either reduce the number of IP groups sent or increase the limit by entering the **ip igmp snooping source-only-learning limit** *max-entries* command. Increasing the value of *max-entries* could cause a system failure due to the overuse of system resources.

## MCAST\_MQC Messages

This section contains multicast modular quality of service command-line interface MQC messages.

### MCAST\_MQC-3

**Error Message** %MCAST\_MQC-3-CMAP\_SDB\_REGISTER: Error initialising class-map of type multicast-flows.

**Explanation** The system could not register the component related to the class map of type `multicast-flows` to the string database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCASTRED Messages

This section contains multicast redundancy (MCASTRED) messages.

### MCASTRED-3

**Error Message** %MCASTRED-3-ACKQMSG: Failed attempt to enqueue sync message type %u in confirmation queue

**Explanation** An attempt to link a new synchronization message into the synchronization message confirmation queue failed. This failure indicates corruption of the linkage within the queue. It is not possible to track message confirmation or to initiate a recovery action if confirmation is not received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ACKUNQMSG: Failed to remove sync request type %u from pending ACK queue

**Explanation** An attempt failed to unlink a completed synchronization request from the queue for requests awaiting confirmation of receipt from the standby route processor (RP). This failure indicates corruption of the linkage within the pending acknowledgement queue. False timeout error messages and memory leakage are likely. Loss of standby RP synchronization is possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ALCSYNCTYP: Attempt to allocate sync request for invalid sync type %u

**Explanation** A function attempting to perform a synchronization operation has specified an invalid synchronization data type. No synchronization operation can be performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ALLOCMSG: Sync message buffer allocation failed for sync info type %u

**Explanation** An attempt to allocate a buffer for synchronization message transmission failed. Loss of synchronization on the standby route processor (RP) is likely.

**Recommended Action** Attempt standby RP synchronization by reloading the standby RP. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ALLOC\_CAP\_TLV: Failed attempt to allocate memory for %s client capability TLV

**Explanation** The callback function responsible for creating an ISSU capability type length value (TLV) list was unable to allocate memory to hold the TLV list. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BAD\_EVENT\_TYPE: Defrld sync event type [dec] is invalid.

**Explanation** An invalid value was specified in a call to handle events which deferred sync elements are waiting for. The value is greater than PIM\_SYNC\_WAIT\_FOR\_EVENT\_MAX.

**Recommended Action** This is a transient error. However, this condition indicates other errors in the software that will require further examination by your Cisco technical support representative. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BAD\_SYNC\_TYPE: PIM sync type %d is invalid or too large.

**Explanation** In a call to modify an array indexed by the Protocol Independent Multicast (PIM) synchronization type, an out-of-bounds value was specified. The specified value exceeds either PIM\_SYNC\_TYPE\_MAX or the length of the array.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BLKNBOOOL: Failed to create %s watched boolean for bulk sync

**Explanation** An attempt to create a watched boolean to monitor bulk synchronization of state information to the standby route processor (RP) has failed. It is not possible to verify successful completion of the bulk synchronization operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BLKNOFUNC: No bulk sync function defined for sync type %u

**Explanation** No function is defined for bulk synchronization of database information of this type. Some required information might not be synchronized to the standby RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BULKRQTIME: Timeout sending bulk sync requests to standby

**Explanation** The maximum wait time has expired for transmission of enqueued bulk synchronization messages to the standby RP. Some required synchronization messages might not have been sent successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %MCASTRED-3-BULK\_COMPLETE\_INCOMPATIBLE: Skipping sending of bulk sync completion message to peer: Incompatible message type.

**Explanation** The message code designated for peer RP confirmation of bulk synchronization completion was not recognized by the ISSU infrastructure as a compatible PIM HA message type. Although PIM bulk synchronization may have succeeded, bulk synchronization confirmation is not possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-BULK\_COMPLETE\_XFORM\_FAIL: ISSU xmit transform failed for bulk send complete message.

**Explanation** An ISSU transformation failed on the message used for peer RP confirmation of bulk synchronization completion. Although PIM bulk synchronization may have succeeded, bulk synchronization confirmation is not possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-CAP\_PROC\_NULL\_CTX: NULL client context for ISSU capability TLV processing.

**Explanation** The callback function responsible for processing a capability type length value (TLV) was invoked by the ISSU infrastructure with a NULL client context. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-CAP\_PROP\_NULL\_CTX: NULL client context for ISSU capability TLV setup.

**Explanation** The callback function responsible for creating a capability type TLV was invoked by the ISSU infrastructure with a NULL client context. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DDE\_REPLAY\_FAILSAFE: PIM NSF Data Driven Event failsafe timer expired. First waiting VRF is

**Explanation** Multicast Forwarding Information Base (MFIB) replay of data driven events and subsequent Multicast Routing Information Base (MRIB) update processing has not completed within the maximum allowed time interval. Protocol Independent Multicast (PIM) is forcing termination of the Data Driven Event (DDE) replay monitoring period but some multicast routing information might not have been restored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DDE\_REPLAY\_NULL\_MVRF: NULL MVRF specified for DDE replay.

**Explanation** An invalid (NULL) value was specified in a call to initiate MFIB data driven event replay following a route processor failover. Some previously existing multicast state might not be preserved through the route processor failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DECODEFUNC: No decode function exists for sync data type %u

**Explanation** No function is defined for handling synchronization data of the specified type. No synchronization action is possible on the standby RP for the synchronization message that specified this data type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DECODENULL: No message buffer specified for standby sync of database type %u

**Explanation** A function was invoked to perform a database synchronization operation on the standby RP, but the caller did not specify the address of the synchronization message containing the information required for performing the synchronization operation. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DEFER\_SYNC\_FAILURE: Sync failure in standby defer sync operation.

**Explanation** An element which was scheduled to be synched later has failed to sync either upon arrival of the event it was waiting for or it has waited in the deferred sync queue for more than 1 minute.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %MCASTRED-3-DELNULLREQ: No sync request specified in sync request deletion attempt.

**Explanation** In a call to delete a synchronization request entry, the caller failed to specify the location of the synchronization request to be deleted. A memory leak is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-DELSYNCTYP: Attempt to delete sync request for invalid sync type %u

**Explanation** A function attempting to delete a synchronization request has specified an invalid synchronization data type. The synchronization request cannot be deleted. A memory leak is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EMPTY\_CAP\_GROUP: Empty capability group for %s ISSU client capability TLV setup.

**Explanation** The callback function responsible for creating an ISSU capability type length value (TLV) found that the count of capability entries in its client context table was zero. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EMPTY\_CAP\_PROPOSE\_TABLE: Empty capability table for ISSU capability TLV setup.

**Explanation** The callback function responsible for creating a capability type TLV was invoked by the ISSU infrastructure with a capability table containing no capability types. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EOXBADRC: Invalid completion code %u for sync message transmission type %u

**Explanation** An undefined completion code was specified for end of synchronization message transmission handling. Memory leakage, false timeouts, and other subsequent errors may result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-EOXNOREQ: End of sync message transmission: no sync request specified

**Explanation** End of synchronization message transmission handling was invoked with no synchronization request specified. Cleanup for successful transmission cannot proceed. Retry for unsuccessful transmission cannot proceed. Memory leakage is likely and loss of synchronization on the standby RP is possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FINDNULLENT: No target specified for sync entity search.

**Explanation** In a call to invoke a search for a database entity requiring synchronization to the standby RP, the caller failed to specify a descriptor for the entity to be synchronized. The synchronization operation entity cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTFUNC: No sync message format function defined for sync type %u

**Explanation** No function is defined to create a synchronization message for this type of database information. Loss of synchronization on the standby RP is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTGENNOBF: No message buffer specified for generic sync message info

**Explanation** A function was invoked to store generic synchronization message information into an outgoing message buffer, but the caller did not specify the outgoing message buffer address. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTMSG: Failed to format a sync message for sync type %u

**Explanation** An attempt to format (create) a synchronization message has failed. The synchronization message cannot be sent. Loss of synchronization on the standby RP is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-FMTNULLPRM: Missing parameters in sync message format request for data type %u

**Explanation** A function was invoked to store synchronization message information into an outgoing message buffer, but the caller failed to specify either the location of the search key for the database entity to be synchronized or the address of the outgoing message buffer. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-HASHNQ: Failed attempt to enqueue sync request type %u in hash table

**Explanation** An attempt to link a new synchronization request into the synchronization request hash table failed. This failure indicates corruption of the linkage within the hash table. The synchronization operation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-HLD\_RLS\_NO\_MVRF: No MVRF for tableid 0x%x specified for multicast NSF holdoff release.

**Explanation** A table ID for which no MVRF exists was specified as an input to a function registered for releasing of a multicast NSF holdoff lock. If the calling client has a real holdoff extension request pending for some MVRF, the lock will not be released until the holdoff failsafe timer expires. This condition could delay completion of multicast reconvergence following an RP failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-HOLDOFF\_FAILSAFE: PIM NSF failsafe timer expired. Holding client mask = 0x%x

**Explanation** One or more clients requested extension of the PIM NSF holdoff period, but did not release the holdoff within the maximum allowed time interval. PIM is forcing termination of the NSF holdoff period and resumption of normal flow of multicast routing information, but one or more clients may not be ready to resume normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INITNOBOOL: Failed to create %s watched boolean during multicast redundancy initialization

**Explanation** An attempt to create a watched boolean during multicast (PIM) redundancy process initialization has failed. The PIM redundancy process cannot be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INITNOQUEUE: Failed to create %s watched queue during multicast redundancy initialization

**Explanation** An attempt to create a watched queue during multicast (PIM) redundancy process initialization has failed. The PIM redundancy process cannot be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INVALID\_CAP\_PROPOSE\_TABLE: Invalid capability table for %s client ISSU capability TLV setup.

**Explanation** The callback function responsible for creating a capability type length value (TLV) was invoked by the ISSU infrastructure with a capability table that did not match any of the registered entries for this client. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INVSYNCTYP: Attempt to initiate sync request for invalid sync type

**Explanation** The synchronization data type specified by the function attempting to initiate a synchronization operation is not a valid type. No synchronization operation can be performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INV\_CKPT\_MSG: Received invalid CF message. client = %u, entity = %u, type = %u

**Explanation** An invalid checkpoint facility (CF) message was received by the PIM HA checkpoint client. The message cannot be processed. This condition might cause a loss of database synchronization between the primary and standby RPs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-INV\_PORT\_TYPE: Invalid communication port identifier %u specified for ISSU port up/down handling

**Explanation** An undefined communication port identifier was specified for PIM ISSU transport up or down handling. PIM ISSU communication port up or down handling cannot proceed. PIM ISSU functionality might be impaired or lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ISSU\_EMPTY\_TLV: Empty TLV list received for ISSU %s client capability processing

**Explanation** The callback function responsible for processing an ISSU capability type length value (TLV) list received an empty TLV list. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ISSU\_PROC\_CAP\_TYPE: Invalid capability type found in %s client capability entry.

**Explanation** The callback function responsible for processing an ISSU capability type TLV list encountered a capability type for which no handling is available. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-ISSU\_TLV\_INSERT: Failed to insert entry in ISSU capability TLV list for %s client

**Explanation** The callback function responsible for creating an ISSU capability type TLV list encountered a failure when attempting to insert an entry into a TLV list. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-LOCFUNC: No database entity search function defined for sync type %u

**Explanation** A function was invoked to store synchronization message information into an outgoing message buffer, but no function exists for locating a database entry of the specified type. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-LOCNULLENT: No destination specified in search for sync entity of type %u

**Explanation** A function was invoked to search for a database entity of the specified type, but the caller failed to specify a destination for storing the search result. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-LOCNULLHND: No search handle specified in search for sync entity of type %u

**Explanation** A function was invoked to search for a database entity of the specified type, but the caller failed to specify a search handle (key) for finding the database entity to be synchronized. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MRIB\_UPD\_NULL\_MVRF: NULL MVRF pointer specified for MRIB update notification.

**Explanation** A NULL MVRF address was specified in a function call to notify the PIM HA process that all pending updates have been read for a specified MVRF. The process will attempt to continue with RP switchover handling despite this error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MSGNOREQ: Could not find sync request for completed sync message type %u

**Explanation** The synchronization request corresponding to a completed synchronization message could not be determined. This condition may result in memory leakage, false timeouts, and other subsequent errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MSGSEQNUM: Out of order sequence number in received sync message for sync data type %u, received epoch/seq %u/%u, expected %u/%u

**Explanation** The sequence number specified in a synchronization message received by the standby RP is not the expected sequence number for the next received synchronization message. Some synchronization messages may have been lost.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MVRF\_NAME: MVRF lookup for VRF %s failed.

**Explanation** An MVRF lookup failed for a VRF name known to be associated with an existing MVRF table, indicating an incorrect setup of search parameters. A PIM data synchronization operation has been aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-MVRF\_TABLEID: MVRF lookup for tableid %u failed.

**Explanation** An MVRF lookup failed for a table ID known to be associated with an existing MVRF table, indicating an incorrect setup of search parameters. A PIM data synchronization operation has been aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-NEGOMSGINV: Invalid negotiation status for %s client message

**Explanation** The ISSU infrastructure evaluated a message for this client but failed to identify the message as a negotiation message or a user message. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-NOSYNARG: NULL argument pointer specified for PIM data sync type %u.

**Explanation** A function was invoked to synchronize PIM information, but the caller did not provide a valid data pointer. The synchronization operation for this database entity type cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-PRM\_LOOKUP: PIM RP mapping range lookup for VRF %s group %i mask %i failed.

**Explanation** A PIM RP mapping range lookup failed for a range that is known to exist, indicating an incorrect setup of search parameters. A PIM data synchronization operation has been aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RCVNODATA: No data pointer returned for received checkpoint message

**Explanation** On reception of a checkpoint message at the standby RP, an attempt to obtain the location of the data for the message returned a NULL pointer. No message contents are available for this message.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RPDF\_NO\_IDB: No IDB for if\_number %u in Bidir RP DF sync attempt for RP address %i.

**Explanation** In a function call to trigger synchronization of bidirectional RP designated forwarder (DF) information, the interface descriptor block (IDB) if\_number specified does not map to any existing IDB. The synchronization operation cannot proceed. The DF information might no longer be correct following an RP failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RPDF\_NULL\_IDB: NULL IDB pointer in Bidir RP DF sync attempt for RP address %i.

**Explanation** In a function call to trigger synchronization of bidirectional RP DF information, a NULL IDB address was specified. The DF information might no longer be correct following an RP failover.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RTRYLIMIT: Retry limit reached for sync type %u

**Explanation** The maximum allowable number of transmission retries has failed for a database entity of this type. No further retries can be executed. The standby RP might no longer be synchronized with the active RP.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-RTRYNOREQ: Sync retry requested with no sync request specified

**Explanation** A retry was requested for transmission of a synchronization message, but no synchronization request information was specified. The retry cannot be executed. The standby RP might no longer be synchronized with the active RP.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SNDMSG: Failed to send a sync message for sync type %u

**Explanation** An attempt to send a synchronization message has failed. The message transmission will be automatically retried.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SNDNODATA: No data pointer provided in checkpoint message to be sent.

**Explanation** After allocation of a checkpoint message buffer in the primary RP, an attempt to obtain the location of the data for the message returned a NULL pointer. The checkpoint message cannot be sent. Loss of standby synchronization is likely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SPURIOUS\_MGD\_TIMER\_EXP: Managed timer wakeup received by the PIM HA process with no expired timers.

**Explanation** The PIM HA process received a wakeup for managed timer expiration, but no expired timer was reported. The timer expiration cannot be handled. The standby RP might no longer be synchronized with the active RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-SYNC\_REQ\_ORPHAN: Orphaned queue links found in sync request hash table search for sync type %u

**Explanation** An attempt to find a matching entry for a new synchronization request in the synchronization request hash table failed because of corruption of the linkage within the hash table. The synchronization operation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TABLE\_INVALID\_CAP\_TYPE: Invalid capability type found in %s client capability entry.

**Explanation** The callback function responsible for creating an ISSU capability type length value (TLV) list encountered a capability type for which no handling is available. Capability negotiation cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNMSG: Received invalid termination message for mvr(%u) while waiting for mvr(%u) mdt tunnel sync

**Explanation** Confirmation has failed for standby RP reception of a multicast distribution tree (MDT) tunnel message. As a result, the standby RP might not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNRCV: %s failure in reception of MDT tunnel sync information for mvr(%u) on the standby RP.

**Explanation** Confirmation has failed for standby RP reception of a multicast distribution tree (MDT) tunnel message. As a result, the standby RP might not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNCTIME: Timeout waiting for confirmation of mdt tunnel sync for mvrfr(%u) (%s)

**Explanation** Confirmation has failed for standby RP reception of a multicast distribution tree (MDT) tunnel message. As a result, the standby RP might not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-TUNSYNXCXMIT: Failed to transmit sync MDT tunnel information for mvrfr %s to the standby RP.

**Explanation** An interprocess communication (IPC) transmission attempt has failed to send an IPC message to the standby RP with multicast distribution tree (MDT) tunnel synchronization information. As a result, the standby RP will not be able to create the MDT tunnel.

**Recommended Action** Attempt to synchronize the standby RP by reloading it. If the error recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-UCAST\_CONV\_STBY: Spurious unicast convergence notification received on standby RP for mvrfr %s.

**Explanation** Unicast convergence notification was erroneously signalled on the standby RP for the specified multicast VRF. This convergence notification is being ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCASTRED-3-WAITQ\_ORPHAN: Orphaned queue links found in the %x MVRF wait queue.

**Explanation** An attempt to perform state transition handling for multicast VRFs (MVRFs) in this queue failed. The failure occurred because the queue was corrupted or because one or more queue link entries did not specify the address of the corresponding MVRF. Multicast route convergence following an RP failover may be delayed or impaired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCAST\_RP Messages

This section contains multicast route processor messages.

### MCAST\_RP-4

**Error Message** %MCAST\_RP-4-MPLS\_PIM\_RATE\_LIMIT: [chars] when [chars] will reprogram hardware setting for PIM. Please reapply PIM rate-limiter.

**Explanation** The Router Guard or PIM Snooping features require the switch hardware to be programmed in a manner different from MPLS. These two features are incompatible with MPLS. When either Router Guard or PIM snooping is enabled while MPLS is enabled, the PIM rate limiter will not work properly.

**Recommended Action** Unconfigure and reconfigure the PIM rate limiter using the **show mls rate-limit multicast ipv4 pim** command. The same solution applies to the situation when both Router Guard and PIM snooping are disabled and MPLS is being enabled.

**Error Message** %MCAST\_RP-4-MPLS\_PIM\_SNOOPING: The MPLS and PIM Snooping features do not work together. Please disable either one.

**Explanation** The PIM Snooping feature requires the switch hardware to be programmed in such a way that PIM register messages with MPLS tags might be lost.

**Recommended Action** Disable either MPLS or PIM Snooping.

**Error Message** %MCAST\_RP-4-MPLS\_ROUTER\_GUARD: The MPLS and Router Guard features do not work together. Please disable either one.

**Explanation** The Router Guard feature requires the switch hardware to be programmed in such a way that PIM register messages with MPLS tags might be lost.

**Recommended Action** Disable either MPLS or Router Guard.

**Error Message** %MCAST\_RP-4-RGUARD\_PIM\_RATE\_LIMIT: **Router Guard** feature if enabled or disabled while PIM rate-limiter is ON will not work properly. Please reapply the PIM rate-limiter.

**Explanation** The PIM rate limiter floods the rate-limited PIM control packets to all the ports in the VLAN. Because of this, the Router Guard feature will not work properly if enabled while the PIM rate limiter is enabled.

**Recommended Action** Unconfigure and reconfigure the PIM rate limiter using the **show mls rate-limit multicast ipv4 pim** command.

## MCM Messages

This section contains minimum disruption restart (MDR) card manager messages.

### MCM-3

**Error Message** %MCM-3-DEQUEUE\_FAIL: Unable to get a free event (%s) from the free event queue (slot: %d, mode %d)

**Explanation** During runtime, the minimal disruption routing (MDR) card manager is unable to retrieve a free event to communicate between its different processes. MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCM-3-GET\_MTU\_FAIL: Unable to get the MTU for message %d to seat %s (%d) (valid:%d)

**Explanation** During runtime, the MDR card manager is unable to get the MTU of a message to be sent between its different processes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCM-3-NEGO\_INCOMPATIBLE: MDR Card manager ISSU negotiation with standby is incompatible

**Explanation** An error occurred during MDR card manager initialization. As a result, the MDR card manager is unable to synchronize its data between the active and standby supervisors. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# MCT1E1 Messages

This section contains CT1/CE1 shared port adapter messages.

## MCT1E1-2

**Error Message** %MCT1E1-2-CMD\_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec], arg3: [dec], vc: [dec] reason: [chars]

**Explanation** The SPA driver dropped a configuration command. One or more interfaces or controllers associated with the SPA might not be configured correctly.

**Recommended Action** Check the configuration of the interfaces and controllers and correct the configuration if necessary. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-2-EV\_DROP: [chars], cmd: [dec], arg0: [dec], arg1: [dec] arg2: [dec] reason [chars]

**Explanation** The SPA driver dropped an event notification command. Counters or line protocols for one or more interfaces or controllers may be incorrect.

**Recommended Action** Restart any interfaces or controllers that are down. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCT1E1-3

**Error Message** %MCT1E1-3-AUTODNR: %s failed for slot %d bay %d err %d

**Explanation** The Auto-Do-Not-Resequence (AUTODNR)/USNDNR process has failed. The SPA and line card are out of synchronization. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-BAD\_SIZE\_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being Restarted.

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-BATCH\_CMD\_INVALID\_TAG: SPA [dec]/[dec]: Invalid tag value [dec] at index [dec].

**Explanation** The SPA driver detected an invalid tag value in a batch command from the RP.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the specified SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-CMD\_FAILED: SPA [dec]/[dec]: f/w send command failed err [dec] reason [chars]

**Explanation** The SPA driver could not successfully send a command to the firmware.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-COR\_MEM\_ERR: SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered.  
The error has been corrected and normal processing should continue.  
The memory address of most the recent error is: [hex]

**Explanation** The SPA driver detected a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

**Recommended Action** If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-FPGA\_CNTR\_ERR: [chars]: [dec] [chars] error(s) encountered.

**Explanation** The SPA driver detected an FPGA error condition on the SPA card. Interface packet error counter corruption may result.

**Recommended Action** The SPA should continue to function normally. If the error condition recurs, reset the SPA by doing a physical online insertion and removal (OIR). If the condition persists, copy the error message exactly as it appears. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-FRMR\_CLKFAIL: SPA [dec]/[dec]: Framer input clock failure detected, CTCLK = [chars]CTIVE, LREFCLK = [chars]CTIVE, SREFCLK = [chars]CTIVE, ctclk count [int] lrefclk count [int] srefclk count [int]

**Explanation** The SPA driver detected failure of one or more input clocks to the framer chip. The T1/E1 ports may not operate as expected.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-HDLC\_CTRL\_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-INITFAIL: MCT1E1 (bay [dec]), Init Failed at [chars] - line [dec] arg [hex]

**Explanation** The SPA failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-PERIODIC\_PROCESS: SPA [dec]/[dec]: periodic process error [chars].

**Explanation** The SPA driver detected an error with the periodic processing routine.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseat the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-QUEUE\_HALT\_FAIL: [chars]: Could not suspend message ([dec]) or command ([dec]) queue

**Explanation** The message or command queue could not be stopped prior to the OIR removal of the SPA.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseat the specified SPA card. If this message persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-SPI4\_HW\_ERR: SPA [dec]/[dec]: [chars] Hardware error was encountered.

**Explanation** The SPA driver detected a hardware error condition on the SPA card's SPI4 bus. This condition might result in improper operation.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-TIMEOUT: %s: %s failed: %d, state: %d, ml\_id: %d progress: %d

**Explanation** Linkrec is stuck at non-ready. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-UNCOR\_MEM\_ERR: SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered. The memory address of the most recent error is: [hex] The SPA is being restarted.

**Explanation** The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

**Recommended Action** Power down and reseal the specified SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MCT1E1-3-UNCOR\_PARITY\_ERR: SPA [dec]/[dec]: [dec] [chars] parity error(s) encountered.

**Explanation** The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

**Recommended Action** Power down and reseal the specified SPA card. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MCX Messages

This section contains Voice port adapter messages.

### MCX-3

**Error Message** %MCX-3-FREEDMFATAL: Bay [dec]: freedm reset, command-status register [hex]

**Explanation** CHOPIN experienced fatal freedm related problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MDEBUG Messages

This section contains memory debugging messages.

### MDEBUG-2

**Error Message** %MDEBUG-2-ACCESSBEYONDSIZE: [hex] access beyond allocated size; ptr = [hex]; size = [dec]; actual size = [dec]; allocator\_pc = [hex]; Traceback - [chars]

**Explanation** The software attempted to access memory beyond the allocated size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** M%DEBUG-2-ACCESSFREED: [hex] access freed memory; ptr = [hex]; size = [dec]; actual size = [dec]; allocator\_pc = [hex]; free\_pc = [hex]; Traceback - [chars]

**Explanation** The software attempted to access freed memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MDR\_SM Messages

This section contains minimum disruption restart (MDR) state machine (SM) messages.

### MDR\_SM-3

**Error Message** %MDR\_SM-3-INIT\_FAIL: Initialisation error '%s'

**Explanation** An error occurred during initialization of the minimum disruption restart (MDR) state machine (SM). As a result, the MDR SM is inoperable. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_CLIENT\_ID\_ERROR: Can not find the data associated to client ID (%d) for slot (%d)

**Explanation** The MDR state machine cannot find the data registered for the client ID. The client ID is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_CONTINUE\_INVALID: Client (%d) returned an invalid status code on slot %d

**Explanation** The MDR state machine client returned a status code that is invalid when returned on the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_EVENT\_TIMEOUT: MDR slot state machine %d did not receive the SLOT\_UP event from the linecard

**Explanation** The MDR slot state machine (SM) did not receive an expected event from the line card. As a result, the state machine is inoperable for this slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_ID\_MISMATCH: Client ID mismatch for slot %d during progression %s on client: %d, expecting %d

**Explanation** The MDR state machine client returned a client ID that does not match the current client ID. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_INVALID\_ARG: Process is unable to get his slot number

**Explanation** The MDR state machine process is unable to get the slot number of a slot supporting MDR.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_INVALID\_EVENT: Slot (%d) received an unexpected event (%s) in state (%s)

**Explanation** The MDR state machine received an unexpected event for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_NOTIFY\_STANDBY\_FAILED: Failed to notify Standby for MDR slot state machine (%d) Client %s (%d) in state %s

**Explanation** The MDR state machine failed to notify the standby device. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_NOTIFY\_TIMEOUT: Notification timeout on MDR slot state machine %d for the local client %s (%d) in state %s

**Explanation** The MDR state machine (SM) did not receive a response from the MDR SM client. As a result, the state machine is inoperable. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_NO\_FREE\_EVENT\_IN\_QUEUE: The event queue is full for MDR Slot SM %d, MDR Slot SM %d will abort

**Explanation** The MDR state machine (SM) was unable to get a free event from the event queue. As a result, the state machine is inoperable. An MDR operation will probably result in the resetting of all the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SLOT\_STATUS\_INVALID: Client %s (%d) on slot %d returned an unexpected status code (%d)

**Explanation** The MDR state machine client returned an unexpected status code. An MDR operation will probably result in the reset of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_CLIENT\_ID\_ERROR: Can not find the data associated to client ID (%d)

**Explanation** The MDR state machine cannot find the data registered for the client ID. The client ID is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging,** and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_CONTINUE\_INVALID: Client (%d) returned an invalid status code

**Explanation** The MDR state machine client returned a status code that is invalid when returned on the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging,** and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_ID\_MISMATCH: Client ID mismatch during progression %s on client: %d, expecting %d

**Explanation** The MDR state machine client returned a client ID that does not match the current client ID. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging,** and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_INVALID\_EVENT: Received an unexpected event (%s) in state (%s)

**Explanation** The MDR state machine received an unexpected event for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_NOTIFY\_STANDBY\_FAILED: Failed to notify Standby for MDR system state machine Client %s (%d) in state %s

**Explanation** The MDR state machine failed to notify the standby device. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_NOTIFY\_TIMEOUT: Notification timeout on MDR system state machine for the local client %s (%d) in state %s

**Explanation** The MDR state machine (SM) did not receive a response from the MDR SM client. As a result, the state machine is inoperable. An MDR operation will probably result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_NO\_FREE\_EVENT\_IN\_QUEUE: The event queue is full for MDR System SM, MDR SM will abort

**Explanation** The MDR state machine (SM) was unable to get a free event from the event queue. As a result, the MDR SM is inoperable. An MDR operation will probably result in the resetting of all the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-3-SYS\_STATUS\_INVALID: Client %s (%d) returned an unexpected status code (%d)

**Explanation** The MDR state machine client returned an unexpected status code. An MDR operation will probably result in the reset of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM-4

**Error Message** %MDR\_SM-4-QUIESCE\_FAIL: Quiesce watchdog timer expired, continuing with MDR

**Explanation** At the start of a switchover, the minimum disruption restart state machine (MDR SM) on the old active RP enters the quiesce state. Because this state blocks the reload of the old active, the switchover is blocked during this state. To prevent a loss of service due to a bug in the MDR SM or one of its clients, a watchdog timer limits the duration of this state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-4-SLOT\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM Slot %d client %s (%d) spent too much time (%d msec) in state (%s)

**Explanation** The MDR state machine has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-4-SYS\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM SYS client %s (%d) spent too much time (%d msec) in state (%s)

**Explanation** The MDR state machine detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM-4-UNBLOCK\_RF: MDR SM aborted, continuing RF Progression (%d)

**Explanation** The MDR state machine (SM) aborted due to an error in the MDR state machine or one of its clients. The redundancy facility (RF) progression was blocked, but it will be unblocked to allow the standby device to boot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM\_LC Messages

This section contains minimum disruption restart (MDR) state machine (SM) line card (LC) messages.

### MDR\_SM\_LC-3

**Error Message** %MDR\_SM\_LC-3-ABORT: MDR state machine is aborted due to '%s'

**Explanation** The minimum disruption restart (MDR) state machine (SM) aborted due to an unrecoverable error. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-ID\_MISMATCH: Client ID mismatch during progression on client: %d, expecting %d

**Explanation** The MDR state machine client returned a client ID that does not match the current client ID. As a result, the MDR state machine will abort.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-INIT\_FAIL: Initialisation error '%s'

**Explanation** During the MDR state machine (SM) initialization, an error occurred that has caused the MDR SM to be inoperable. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-INVALID\_EVENT: MDR SM LC received an unexpected event (%s) in state (%s)

**Explanation** The MDR state machine (SM) received an unexpected event for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-NOTIFY\_TIMEOUT: Notification timeout for client %s(%d) in state %s

**Explanation** During an MDR state machine (SM) state transition, the notification timer expired for the client. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-NO\_FREE\_EVENT\_IN\_QUEUE: The event queue is full for MDR SM, MDR SM will abort

**Explanation** The MDR state machine (SM) was unable to get a free event from the event queue. This error has rendered the MDR SM inoperable. An MDR operation will probably result in the resetting of all the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-SEMWAIT: MDR state machine waiting for semaphore(%s) acquired by pid(%d)

**Explanation** The MDR state machine encountered a problem in acquiring a semaphore. Any MDR operation will probably result in the resetting of this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_LC-3-STATUS\_INVALID: Client %s (%d) returned an unexpected status code (%d)

**Explanation** The MDR state machine client returned an unexpected status code. An MDR operation will probably result in the reset of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM\_LC-4

**Error Message** %MDR\_SM\_LC-4-CALLBACK\_TOO\_MUCH\_TIME: MDR SM LC client %s (%d) spent too much time (%d msecs) in state (%s)

**Explanation** The minimum disruption restart (MDR) state machine (SM) has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDR\_SM\_PROXY Messages

This section contains minimum disruption restart (MDR) state machine (SM) proxy messages.

### MDR\_SM\_PROXY-3

**Error Message** %MDR\_SM\_PROXY-3-NOTIFY\_TIMEOUT: Notification timeout on MDR %s state machine for the remote client '%s'

**Explanation** The minimum disruption restart (MDR) state machine (SM) proxy master did not receive any response to the notification on its slave, and is now unable to communicate with the slave. As a result, the MDR SM is inoperable. An MDR operation will likely result in the resetting of all line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### MDR\_SM\_PROXY-4

**Error Message** %MDR\_SM\_PROXY-4-SLOT\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM Slot %d client (%d) spent too much time (%d msecs) in state (%s)

**Explanation** The MDR state machine has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

**Error Message** %MDR\_SM\_PROXY-4-SYS\_CALLBACK\_TOO\_MUCH\_TIME: MDR SM SYS client (%d) spent too much time (%d msec) in state (%s)

**Explanation** The MDR state machine has detected that one of its clients spent too much time in its callback function. This is a warning message; the MDR state machine will continue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show monitor event-trace mdr\_sm all** commands and your pertinent troubleshooting logs.

## MDS Messages

This section contains multicast distributed switching messages.

### MDS-2

**Error Message** %MDS-2-LC\_INVALID\_HWIDB\_INDEX: Invalid if\_index for HWIDB [chars]

**Explanation** The if\_index parameter for the hardware IDB was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_INVALID\_HWIDBQ\_SIZE: Invalid Q count value

**Explanation** The Q count parameter was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_INVALID\_SWIDB\_IFNUM: Invalid if\_num for SWIDB [chars]

**Explanation** The if\_index parameter for the software IDB was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_INVALID\_SWIDBQ\_SIZE: Invalid Q count value

**Explanation** The Q count parameter was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDS-2-LC\_SWIDB\_UPDATE\_NULL\_MVRF: LC received swidb update for if\_number [hex] ([chars]) tableid [hex].mvrfl pointer for this tableid is NULL.

**Explanation** The line card received a software IDB update from the route processor specifying a multicast VRF table ID for which no multicast VRF exists in the linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MDS-4

**Error Message** %MDS-4-ROUTELIMIT\_ATTEMPT: Attempt to exceed multicast route-limit of [dec]

**Explanation** The number of multicast routes equals the configured maximum allowed. New routes cannot be added unless the configuration is changed.

**Recommended Action** If multicast traffic is of any priority among the traffic carried by this router, then use the **ip multicast route-limit** command to increase the number of multicast routes. Otherwise, no action is required.

## MDT Messages

This section contains Multicast Distribution Tree (MDT) messages.

### MDT-4

**Error Message** %MDT-4-LBSRC: MDT %s uses source address %i from a non-loopback interface

**Explanation** The local peering interface used to set up an MDT tunnel is not a loopback interface. This may cause black holes if the interface is in the outgoing list of the MDT group.

**Recommended Action** Change the configuration of the **bgp update-source** command and use a loopback interface as the local peering interface.

**Error Message** %MDT-4-NO\_GROUP\_LINK: MDT entry [chars]:([IP\_address],[IP\_address]) linked by source but not linked by group

**Explanation** The entry for the affected MDT group was not properly linked into the MDT database. The inconsistency has been repaired. [chars] is the MDT entry and the [IP\_address],[IP\_address] are the linked IP addresses.

**Recommended Action** No action is required.

**Error Message** %MDT-4-RD\_CONFLICT: MDT entry [chars]:([IP\_address],[IP\_address]) received an update for RD [chars]

**Explanation** A previously existing MDT entry should have been withdrawn by BGP before sending this conflicting update. [chars] is the MDT entry, the [IP\_address],[IP\_address] are the linked IP addresses, and the second [chars] is the redirect name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDT-4-UPDATED\_RD\_CONFLICT: MDT entry %s:(%i,%i) received an update for RD %s

**Explanation** The previously existing entry should have been withdrawn by BGP before sending this conflicting update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDT-4-VRFSRC: The source interface of the MDT tunnels, %s, is not in the global table

**Explanation** The local peering interface must not be an interface in a VRF.

**Recommended Action** Change the configuration of the **bgp update-source** command and use a loopback interface in the global table.

## MDT-5

**Error Message** %MDT-5-DATA\_MDT\_REUSED: Data MDT %i is reused

**Explanation** If all pre-defined data MDT groups are used, a data MDT group can be reused by a particular host that sources user traffic in an VPN.

**Recommended Action** No action is required.

# MDX Messages

This section contains MDX messages.

## MDX-1

**Error Message** %MDX-1-DAEMSGSNDFAILED: FAILED to send IPC message of TYPE [chars] to slot [dec] on the DAE, FAIL REASON = [chars]

**Explanation** An IPC message could not be sent. Retries to send the message were attempted and failed. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DAENODPENTRY: MDX framework could not find an entry for the DP with dp\_id = [dec] on slot = [dec], on DAE

**Explanation** IPC messages that were sent to the line card have been lost as the line card buffers were being reassigned. As a result of this condition, the MDX DP failed to register. This condition does not affect system operation.

**Recommended Action** Disable the SNMP query of the MIBs depending on the value of dp\_id as follows:

If the dp\_id is 1, disable the CISCO-ENHANCED-MEMPOOL-MIB SNMP query.

If the dp\_id is 2, disable the CISCO-PROCESS-MIB SNMP query.

If the dp\_id is 3, disable the CISCO-OPTICAL-MONITORING-MIB SNMP query.

If the dp\_id is 4, disable the CISCO-FABRIC-C12K-MIB SNMP query.

You can replace the SNMP query with the CLI to obtain the same results. Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-DAEPORTCREATEFAIL: Could not create IPC port for MDX framework on DAE, FAIL REASON = [chars]

**Explanation** The IPC port for MDX framework on the Data Aggregator End (DAE) failed for the reason specified in the message text. This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-DAEPORTOPENFAIL: UNABLE to open port to primary RP FAIL REASON = [chars]

**Explanation** The MDX Data Aggregator End (DAE) IPC port could not be opened, even after three retry attempts. This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-DAEPORTOPENFAILRETRY: UNABLE to open port to primary RP try number = [dec], FAIL REASON = [chars], Will retry again

**Explanation** The MDX Data Aggregator End (DAE) IPC port could not be opened. The system will attempt to retry the operation a maximum of three times. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DPENTRYEXISTS: An entry already exists for the DP with dp\_id [dec] on the DPE, could not create a new entry

**Explanation** The DP entry that is attempting to be added already exists on the DPE. The new entry could not be created.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DPEPORTOPENFAIL: UNABLE to open port to MDX framework on slot = [dec] from DAE, FAIL REASON = [chars]

**Explanation** The MDX DPE (Data Provider End) IPC port could not be opened because of the reason specified in the message text. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-DPREGFAILED: DP Registration with MDX framework failed on DPE

**Explanation** The DP could not be registered with the MDX framework on the Data Provider End (DPE). This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-IPCMSGSNDFAILED: FAILED to send IPC message of TYPE [chars] to DAE, FAIL REASON = [chars]

**Explanation** The MDX component could not send the IPC message because of the reason specified in the message text. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-IPCMSGUNAVAIL: Request for IPC buffer failed for size = [int]

**Explanation** An IPC buffer request returned a null value. The IPC has exhausted its buffer space. This condition does not affect system operation.

**Recommended Action** Enter the **ipc cache size** command to increase the IPC buffer size.

**Error Message** %MDX-1-MSG: [chars]

**Explanation** An internal error regarding the MDX facility has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MDX-1-NODPENTRY: MDX framework could not find an entry for the DP with dp\_id = [dec]

**Explanation** The entry for the DP does not exist in the MDX framework. A possible reason for this error is that the DP has not registered with the framework. This condition does not affect system operation, except that the MDX framework will not be able to obtain the requested data from the MIBs.

**Recommended Action** Enter one or more of the following CLI commands to obtain the required information: **show processes memory**, **show processes cpu**, **show controller optics**, **show controller fia**, **show controller xbar** or **show controller sca**.

**Error Message** %MDX-1-NOMGDTIMERCNTXT: The expired timer does not have a timer context

**Explanation** MDX framework found a managed timer that does not have a context. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-PORTCREATEFAIL: Could not create IPC port for MDX Framework, FAIL REASON = [chars]

**Explanation** An IPC port could not be opened for the MDX framework even after three retry attempts. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-PORTCREATEFAILRETRY: Could not create IPC port for MDX framework try number = [dec], FAIL REASON = [chars], Will retry again

**Explanation** An IPC port could not be created. The system will attempt to retry the operation a maximum of three times.

**Recommended Action** This condition has no effect on system operation. No action is required.

**Error Message** %MDX-1-PORTREGFAIL: Could not Register IPC port for MDX framework FAIL REASON = [chars]

**Explanation** The IPC port could not be registered with the IPC master, even after three retry attempts. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-PORTREGFAILRETRY: Could not Register IPC port for MDX framework try number = [dec], on slot = [dec], FAIL REASON = [chars], Will retry again

**Explanation** The IPC port could not be registered with the IPC master. The system will attempt to retry the operation a maximum of three times.

**Recommended Action** This condition has no effect on system operation. No action is required.

**Error Message** %MDX-1-SIZEMISMATCH: Recieved an IPC message with inconsistent size compared to the MDX TU in its data region

**Explanation** The size of the IPC message that was received by the MDX framework is not consistent when it is compared to the MDX TU. This condition does not affect system operation.

**Recommended Action** No action is required.

**Error Message** %MDX-1-UNKNOWNMSGTYPE: The rcvd msg-type is not supported, msg-type [chars]

**Explanation** The message type that was received is not supported by the MDX framework. This condition does not affect system operation.

**Recommended Action** No action is required.

# MEM\_ECC Messages

This section contains messages about single and multiple bit and CPU write parity errors that have been detected by ECC control.

## MEM\_ECC-2

**Error Message** %MEM\_ECC-2-MALLOC: Attempt to malloc [dec] bytes for the ECC error log failed. ECC errors will only be reported and not recorded.

**Explanation** Memory could not be allocated for the ECC error log. If the system has only 32 MB of memory, an upgrade is recommended.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-MBE: Multiple bit error detected at [hex]

**Explanation** A multi-bit error that could not be corrected was detected on a CPU that was read from DRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-MBE\_RMW: Multiple bit error detected at [hex] on a read-modify-write cycle

**Explanation** A multi-bit error that could not be corrected was detected during a read-modify-write cycle on a CPU that was read from DRAM for a non-8-byte access.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-PARITY: Parity error on CPU write to address: [hex]

**Explanation** A data parity error was detected by the ECC Ctrl facility during a CPU write operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-2-PARITY\_INFO: Parity error was detected on the following byte(s) of a double word: [chars] [chars] [chars]

**Explanation** This message specifies the bytes of a 64-bit word that contained invalid parity, and caused the ECC Ctrl facility to generate an interrupt operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MEM\_ECC-3

**Error Message** %MEM\_ECC-3-BADADDR\_MBE: Invalid MBE dram address: [hex] latched by ECC Ctrl

**Explanation** The address that was found by the ECC control register while an MBE was being detected is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-BADADDR\_MBE\_RMW: Invalid MBE dram address: [hex] latched by ECC Ctrl during a RMW cycle

**Explanation** The address that was found by the ECC control register while an MBE was being detected during a read-modify-write cycle is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-BADADDR\_SBE: Invalid SBE dram address: [hex] latched by ECC Ctrl

**Explanation** The address that was found by the ECC control register while an SBE was being detected is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-BADADDR\_SBE\_RMW: Invalid SBE dram address: [hex] latched by ECC Ctrl during a RMW cycle

**Explanation** The address that was found by the ECC control register while an SBE was being detected during a read-modify-write cycle is not a valid DRAM address. This condition probably indicates a malfunctioning ECC control register that requires replacement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE: Single bit error detected and corrected at [hex]

**Explanation** A single-bit correctable error was detected on a read from DRAM.

**Recommended Action** Enter the **show ecc command** to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE\_HARD: Single bit \*hard\* error detected at [hex]

**Explanation** A single-bit error that could not be corrected (a hard error) was detected on a CPU that was read from DRAM.

**Recommended Action** Enter the **show ecc** command to display the single-bit errors that have been logged and display the hard error address locations. Monitor the system by periodically entering the **show ecc** command and replace the DRAM if too many errors are encountered.

**Error Message** %MEM\_ECC-3-SBE\_LIMIT: Single bit error detected and corrected at [hex]

**Explanation** A single-bit correctable error was detected on a CPU that was read from DRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE\_RMW: Single bit error detected and corrected at [hex] on a read-modify-write cycle

**Explanation** A single-bit correctable error was detected on during a read-modify-write cycle on a CPU read from DRAM for a non-8-byte access.

**Recommended Action** Enter the **show ecc command** to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SBE\_RMW\_HARD: Single bit \*hard\* error detected at [hex] on a read-modify-write cycle

**Explanation** A single-bit uncorrectable hard error was detected during a read-modify-write cycle on a CPU read from DRAM for a non-8-byte access. The **show ecc** command can be used to dump single-bit errors currently logged.

**Recommended Action** Enter the **show ecc** command to display the single-bit errors that have been logged and display the hard error address locations. Monitor the system by periodically entering the **show ecc** command and replace the DRAM if too many errors are encountered.

**Error Message** %MEM\_ECC-3-SBE\_RMW\_LIMIT: Single bit error detected and corrected at [hex] on a read-modify-write cycle

**Explanation** A single-bit correctable error was detected on during a read-modify-write cycle on a CPU read from DRAM for a non eight-byte access.

**Recommended Action** Enter the **show ecc command** to display the single-bit errors that have been logged. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SYNDROME\_MBE: 8-bit Syndrome for the detected Multi-bit error: [hex]

**Explanation** A multi-bit error has been detected for the 8-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SYNDROME\_SBE: 8-bit Syndrome for the detected Single-bit error: [hex]

**Explanation** A single-bit error has been detected for the 8-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_ECC-3-SYNDROME\_SBE\_LIMIT: 8-bit Syndrome for the detected Single-bit error: [hex]

**Explanation** A single-bit error has been detected for the 8-bit syndrome. This value does not indicate the exact positions of the bits in error, but can be used to approximate their positions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MEM\_MGR Messages

This section contains memory manager (MEM\_MGR) messages.

### MEM\_MGR-3

**Error Message** %MEM\_MGR-3-MEM\_MGR\_EXCEED\_MAX: memory pool exceeds maximum (%d bytes) allowed.

**Explanation** An attempt was made to allocate a buffer from a memory pool that has reached its maximum limit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_MGR-3-MEM\_MGR\_INVALID: The Memory Management code encounters an invalid parameter.

**Explanation** The memory manager has received an invalid parameter from its caller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MEM\_MGR-3-MEM\_MGR\_NOMEM: Out of memory

**Explanation** The memory manager is out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MEMPOOL Messages

This section contains Enhanced Memory pool MIB messages.

**Error Message** %MEMPOOL-3-IPC: [chars] [chars]

**Explanation** An IPC error has occurred on polling the Enhanced Mempool MIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# METOPT Messages

This section contains Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) messages.

## METOPT-2

**Error Message** %METOPT-2-UNAVAILABLE: No memory available for %s

**Explanation** An attempt at memory allocation failed.

**Recommended Action** Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %METOPT-2-UNAVAILABLE: No packet buffer available for %s interface to send this packet to higher layer

**Explanation** An attempt to allocate packet buffer failed.

**Recommended Action** Try these actions to remedy the problem: Reload the system. Perform a CPU switchover if you have a redundant CPU system

**Error Message** %METOPT-2-UNAVAILABLE: Port Fail event received from %s switch card on fabric port associated with interface %s

**Explanation** Fabric Port Failed due to some problem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METOPT-2-UNAVAILABLE: Zero length while %s linecard. Datalen %d

**Explanation** Due to some internal error a zero length transaction is being made from/to the Line card

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT-3

**Error Message** %METOPT-3-UNAVAILABLE: Access to %s temperature sensor failed

**Explanation** Accesses to chassis temperature sensor failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METOPT-3-UNAVAILABLE: Interrupt %s not expected, masking off

**Explanation** An interrupt of a certain type was signalled, but the interrupt handler for this type of interrupt is not yet installed.

**Recommended Action** This problem should be self-correcting but indicates either a hardware or a software defect. If it's a hardware defect, further problems are to be expected. If it's a software problem, certain types of error and alarm conditions may be left undetected. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %METOPT-3-UNAVAILABLE: Mismatch in backplane IDPROM, %s:  
Active-side=%d, Sby-side=%d

**Explanation** There are two backplane IDPROMS. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information. Only the first mismatched field is shown. Use a CLI show command to see additional mismatches.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METOPT-3-UNAVAILABLE: Mismatch in backplane IDPROM, %s:  
Active-side=%s, Sby-side=%s

**Explanation** There are two backplane IDPROMS. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information. Only the first mismatched string is shown. Use a CLI show command to see additional mismatches.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT-4

**Error Message** %METOPT-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** The CPU ID could not be read from EEPROM. This is probably due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT-6

**Error Message** %METOPT-6-DI\_ASSERTED: CDL Defect Indication: [chars] Asserted on interface [chars]

**Explanation** Some CDL Defect Indication bits were asserted on this interface.

**Recommended Action** Closely monitor CDL Defect Indication Status if Defect Indication was asserted.

**Error Message** %METOPT-6-DI\_CLEARED: CDL Defect Indication: [chars] cleared on interface [chars]

**Explanation** CDL Defect Indication Status changed.

**Recommended Action** No action is required.

## METOPT\_DRV Messages

This section contains Cisco Optical Networking Systems (ONS) 15540 Extended Services Platform (ESP) driver messages.

## METOPT\_DRV-3

**Error Message** %METOPT\_DRV-3-REPROGRAM\_ERROR: [chars]

**Explanation** The Metro Optical Reprogram driver encountered an error. The error message contains text useful to identify the cause of the problem.

**Recommended Action** Retry the reprogramming of the card. If the reprogramming fails again, remove the card and reinsert it. If the card does not come up, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METS-2

**Error Message** %METS-2-UNAVAILABLE: Can't start analysis

**Explanation** The requested operation failed due to lack of resource, maybe temporarily

**Recommended Action** Reduce system resource/memory usage, and retry for the commands.

## METS-3

**Error Message** %METS-3-BADMETHOD: Cannot process %s method %u

**Explanation** A method list function encountered a method list that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METS-3-UNAVAILABLE: Can't process null pool: %s

**Explanation** Resource failure: Null pool in the region

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METS-3-UNAVAILABLE: Cannot process %s method %u

**Explanation** A method list function encountered a method list that was unknown, or could not be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %METS-3-UNAVAILABLE: No region found: %s

**Explanation** Resource failure: No region found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## METOPT\_DI-1

**Error Message** %METOPT\_DI-1-UNAVAILABLE: %s:%s

**Explanation** The specified alarm has occurred or cleared

**Recommended Action** The recommended action is to repair the source of the alarm.

## METOPT\_DI-3

**Error Message** %METOPT\_DI-3-UNAVAILABLE: %s(%d):%s

**Explanation** The Metro Optical CDL defect indiation subsystem encountered an internal software error. The error message contains text useful to identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFI Messages

This section contains MPLS Forwarding Infrastructure (MFI) messages.

### MFI-3

**Error Message** %MFI-3-BADREADUPDATESIZE: Read update reply message from RP has bad size: [dec]

**Explanation** A read update message does not match the parsed result of the read message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGCAPTURE: Event Logger Capture Error [dec] [dec]

**Explanation** A failure occurred during an event logger capture operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGCLIENT: Invalid client [dec]

**Explanation** An invalid client has accessed the event logger.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGCONTROL: [chars]: [dec]

**Explanation** A general event logger controller error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-EVTLOGREGISTER: Event Logger Registration Error [dec] [dec] [dec]

**Explanation** A failure occurred during an event logger client registration operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-LCPULSE: LC pulse failed: [chars] [dec]

**Explanation** A line card pulse request operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MFICOMM: [chars]

**Explanation** An error involving the communications module has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MFICOMM2: [chars]: [hex] [hex]

**Explanation** An error involving the communications module has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MFICOMM3: [chars]: [hex] [hex] [hex]

**Explanation** An error involving the communications module has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-MPLS\_MTU\_SET: [chars] [dec] [chars] [chars] [chars]  
[dec] [chars]

**Explanation** Most drivers will be able to support baby giants and will gracefully drop packets that are too large. Certain drivers will have packet forwarding problems including data corruption.

**Recommended Action** Increase the interface MTU on all routers connected to this interface to the needed MTU size by entering the **mtu bytes** command.

**Error Message** %MFI-3-NOCLIENTREQ: [chars] [chars]: [dec] [dec] [dec]

**Explanation** The client reply component could not find an outstanding request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-PNDMSGMGR: [chars] [chars] [dec] [dec] [dec]

**Explanation** Only one outstanding request is allowed from a process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REDISTMGR: Redistribution Manager: [chars] [hex]

**Explanation** An error involving the redistribution manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REDISTMGR2: Redistribution Manager: [chars] [hex] [hex]

**Explanation** An error involving the redistribution manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REDISTMGR3: Redistribution Manager: [chars] [hex]

**Explanation** An error involving the redistribution manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-3-REPLYMSGSIZE: Reply message is too large: [chars]: [dec]

**Explanation** A read update message is too large to fit into the XDR buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFI-4

**Error Message** %MFI-4-UNAVAILABLE: %s %s: %d %d %d

**Explanation** Client reply could not find an outstanding request

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFI-4-UNAVAILABLE: %s: %x %x

**Explanation** MFI General Communication Module

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# MFIB Messages

This section contains Multicast Forwarding Information Base (MFIB) messages.

## MFIB-2

**Error Message** %MFIB-2-UNAVAILABLE: Out of memory for IP multicast MFIB. Used: %lu, Free: %lu

**Explanation** Insufficient memory for the IP multicast forwarding information base. Multicast packets may not be properly routed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB-3

**Error Message** %MFIB-3-NETWORK\_GET\_FAIL: MFIB can not get network offset: datagram [hex]; network [hex]

**Explanation** The MFIB failed to find a suitable packet network offset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-3-NETWORK\_SET\_FAIL: MFIB can not set network offset: datagram [hex]; length [dec]; offset [dec]

**Explanation** The MFIB failed to set the offset within a packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-3-NO\_SBCTRLFUNC: A[chars] function is required for the MFIB sub-block, but none was provided

**Explanation** The MFIB could not distribute interface information to a line card due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-3-SWITCHOVER\_FAIL: Error creating [chars]. MFIB will not work with switchover

**Explanation** Sufficient memory is not available to create structures needed to enable switchover for IPv6 multicast.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## MFIB-6

**Error Message** %MFIB-6-UNAVAILABLE: %d at %s

**Explanation** MFIB attempted to exceed maximum number of replicated packet header buffers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB-6-UNAVAILABLE: Packet too short from %s, datagram size %d, tl %d

**Explanation** An IP/IPv6 packet which is too short was received

**Recommended Action** No action is required.

## MFIB\_CONST\_RP

**Error Message** %MFIB\_CONST\_RP-6-REPLICATION\_MODE\_CHANGE: Replication Mode Change Detected. Current system replication mode is %s

**Explanation** When auto detection of replication mode is enabled the system will transition to ingress mode when an egress incapable linecard is inserted. The system will transition back to egress mode when the last egress incapable linecard is removed

**Recommended Action** Transition between ingress and egress mode will cause temporary loss of traffic, to prevent this use the command `ipv6 mfib hardware-switching replication-mode ingress`

## MFIB\_DB-3

**Error Message** %MFIB\_DB-3-UNAVAILABLE: %p (%lx) due to discard failure

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_DB-3-UNAVAILABLE: %p (%lx/%s) as %lu entries, %lu ioitems

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_IPC-2

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: An IPC message was received with an error status: %s.

**Explanation** An IPC message was received but could not be processed due to an IPC error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: An IPC message was received with an incorrect type (%d).

**Explanation** An IPC message was received with a type value that does not match that used by the MFIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: An IPC message was received with and unrecognised subtype (%d)

**Explanation** An IPC message was received by the MFIB but could not be processed because the subtype was not recognised.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: Failed to create local IPC port, error = %s

**Explanation** An IPC port could not be created. This may prevent MFIB statistics being gathered from one or more linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: IPC message for stats or rates failed, code = %d

**Explanation** Sending of IPC message for stats or rates failed, possibly because of congestion. Stats or rates values may be temporarily affected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC did not receive Ack for IPC message of size = %d, type = %d, error = %s.

**Explanation** The linecard did not receive an acknowledgement for an IPC message it sent to the Route Processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC failed to register IPC port: %s

**Explanation** The route processor could not register its IPC port. No MFIB statistics will be gathered from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC in slot %d failed to open IPC port to RP, error = %s.

**Explanation** The linecard has failed to open IPC port towards the Route Processor. No MFIB statistics will be collected from this line card as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: LC in slot %d failed to send LC Ready MSG to RP, error = %s.

**Explanation** The linecard has failed to send a Ready message to the Route Processor. No MFIB statistics will be collected from this linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP did not receive Ack for IPC message of type = %d, error = %s

**Explanation** The Route Processor did not receive and acknowledgement for an IPC message that was sent to a linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to create linecard IPC port info structure, slot = %d

**Explanation** The Route Processor has failed to create an IPC port for distributed statistics collection

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to open an IPC port for communication with the linecard in slot %d.

**Explanation** The Route Processor has failed to open an IPC port for distributed statistics collection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to register IPC port: %s

**Explanation** The route processor could not register its IPC port. No MFIB statistics will be gathered from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: RP failed to send IPC message to linecard in slot %d.

**Explanation** The Route Processor could not send an IPC message to a linecard because the slot number is incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: The LC failed to create a required process.

**Explanation** The linecard failed to create a process required to manage linecard IPC connections to the RP. No MFIB statistics will be collected from this linecards

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: The RP failed to allocate an internal data structure.

**Explanation** The Route Processor failed to allocate memory required to managed linecard IPC connections. No MFIB statistics will be collected from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_IPC-2-UNAVAILABLE: The RP failed to create a required process.

**Explanation** The Route Processor failed to create a process required to manage linecard IPC connections. No MFIB statistics will be collected from linecards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_MRIB-3

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: For %s %s in table %p (%lx/%s) with %s(%lx)

**Explanation** The MFIB attempt to update an MRIB IOitem failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: For %s in table %p (%lx/%s) with %s(%lx)

**Explanation** The MFIB attempt to update an MRIB Entry failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) : %s

**Explanation** MFIB has encountered an error while processing a message sent by MRIB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) : %s

**Explanation** MFIB has encountered an error while processing an MRIB database update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** An MFIB table failed to connect to the MRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** An MFIB table failed to disconnect from the MRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** An MFIB table failed to register with the MRIB

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_MRIB-3-UNAVAILABLE: In table %p (%lx/%s) with %s(%lx)

**Explanation** The MFIB failed to configure an MRIB connection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_PLTF

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s %p

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s entry %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s ioitem %s %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %p

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %s entry %p %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %s ioitem %p %s %s [%p (%lx/%s)]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_PLTF-3-UNAVAILABLE: %s. %s table %p %p (%lx/%s)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFI\_LABEL\_BROKER

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE:

**Explanation** The MFI Label Broker received a null key pointer

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %d

**Explanation** The MFI Label Broker received a (un)registration request from an invalid MPLS application.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %d

**Explanation** The MFI Label Broker received a request to allocate an invalid label.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s

**Explanation** An MPLS application is registering multiple times with the label broker.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s

**Explanation** An MPLS application requested label broker services without registering first.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s

**Explanation** The MFI Label Broker received an invalid parameter in a request to allocate or free a local label.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version and show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s Label %d in table %d, %s 0x%x

**Explanation** The MFI Label Broker encountered a situation where there is no currently active label for applications to use for the FEC indicated.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version, show running-config, show mpls forwarding-table internal** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: %s%d%s%d

**Explanation** The MFI Label Broker received an invalid process event from the IOS-on-Neutrino infrastructure.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version and show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: LDM(%d) , PID(%d)

**Explanation** The MFI Label Broker received a registration request with invalid PID.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version and show running-config** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Label %d in table %d, %s, %s

**Explanation** The MFI Label Broker could not honor a request to immediately handle the process restart of the application indicated. It will try to handle it in the background

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version, show running-config and show mpls infrastructure label-broker ldm** (this latter command is present only when **service internal** is enabled) and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Label %d in table %d, %s, %s  
[p/i/o/bm %d/%d/%d/0x%x]

**Explanation** The MFI Label Broker received a request to bind the label to a prefix, but the label is already bound to another prefix.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config** and **show mpls forwarding-table** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Label %d in table %d, for %s

**Explanation** The MFI Label Broker was unable to program the label in question for the mentioned FEC.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config**, **show mpls forwarding-table internal** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: Process id %d %s, error code %d

**Explanation** The MFI Label Broker was unable to notify the operating system about (un)registration of the specified process.

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version**, **show running-config**, **show mpls infrastructure label-broker Idm** and contact your Cisco technical support representative.

**Error Message** %MFI\_LABEL\_BROKER-3-UNAVAILABLE: application %s

**Recommended Action** Refer to the Bug Navigator at [www.cisco.com](http://www.cisco.com) to see if this condition has been previously reported and resolved in a later release. If not, gather the output of **show version** and **show running-config** and contact your Cisco technical support representative.

## MGCP-2

**Error Message** %MGCP-2-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MGCP-3

**Error Message** %MGCP-3-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MGCP-4

**Error Message** %MGCP-4-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MFIB\_CONST\_LC Messages

This section contains MFIB Constellation platform messages.

**Error Message** %MFIB\_CONST\_LC-6-ADJ\_V6MCAST\_ALLOC\_FAILURE: Failed to allocate Adjacency for IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The system was unable to allocate an adjacency for this particular flow. The affected flow will be retried and will be software switched until it is successfully installed in the hardware.

**Recommended Action** The adjacency table utilization could be very high and need to be brought down. Removing some hardware switched flows would help solve the problem

**Error Message** %MFIB\_CONST\_LC-6-FIB\_V6MCAST\_INSTALL\_FAILURE: Failed to install FIB IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The FIB entry limit has been exceeded so FIB entries cannot be allocated by the MFIB\_CONST\_LC.

**Recommended Action** The FIB table utilization is too high and needs to be reduced. The total number of multicast shortcuts is too large to fit in the FIB table. As a result, subsequent shortcuts will be software switched. Reducing the FIB utilization by other protocols would help solve the problem.

**Error Message** %MFIB\_CONST\_LC-6-MET\_V6MCAST\_ALLOC\_FAILURE: Failed to allocate MET entries for IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** The system is unable to allocate MET entries for this particular flow. The affected flow will be retried and will be software switched until it is successfully installed in the hardware.

**Recommended Action** The MET utilization could be very high and must be reduced. Removing some hardware switched flows would help solve the problem

**Error Message** %MFIB\_CONST\_LC-6-NF\_V6MCAST\_INSTALL\_FAILURE: Failed to install Netflow IPv6 multicast entry (S[ipv6\_addr], G[ipv6\_addr])

**Explanation** A multicast entry could not be installed due to a NetFlow full condition or a Hash collision.

**Recommended Action** The NetFlow table utilization is too high and needs to be reduced. The total number of multicast shortcuts are too large to fit in the NetFlow table. As a result, these shortcuts will be software switched. Removing dynamically created NetFlow IPv6 entries or disabling dynamic NetFlow entry creation would help solve the problem.

**Error Message** %MFIB\_CONST\_LC-6-SW\_V6MCAST\_INSTALL\_FAILURE: Failed to install IPv6 multicast entry, due to [chars] (S[ipv6\_addr], G[ipv6\_addr], C:[dec])

**Explanation** The system is unable to install an IPv6 multicast entry due to unrecoverable software failures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MGCP\_APP-6

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Cannot create MGCP application process

**Explanation** Failed to create the MGCP application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to allocate memory for event node

**Explanation** Failed to allocate memory for event node.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create DNS message watched queue

**Explanation** Failed to create DNS message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create MGCP system message watched queue

**Explanation** Failed to create MGCP system message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create TFTP message watched queue

**Explanation** Failed to create TFTP message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create call record database

**Explanation** Failed to create call record database.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to create endpoint database

**Explanation** Failed to create endpoint database.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to initialize MGCP services

**Explanation** Failed to initialize MGCP services.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to open UDP port for MGCP

**Explanation** Failed to open UDP port for the MGCP process.

**Recommended Action** Check if any other application use the same UDP port number (2427).

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to register MGCP Application with CCAPI

**Explanation** Failed to register MGCP Application with CCAPI.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Failed to start VOIP call leg

**Explanation** Failed to start VOIP call leg.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %MGCP\_APP-6-UNAVAILABLE: Suspended initialization of MGCP services.  
No IP interface up yet

**Explanation** Suspended initialization of MGCP services. No IP interface up yet

**Recommended Action** Make sure there is atleast one interface configured with an IP Address.

## MIC-2

**Error Message** %MIC-2-UNAVAILABLE: Failed to register with RF, status %u.

**Explanation** The MIC failed to register with RF.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MIC-3

**Error Message** %MIC-3-UNAVAILABLE: Caller specified invalid MIC client type, %u.

**Explanation** The MIC client type is out of range.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MICA-1

**Error Message** %MICA-1-UNAVAILABLE: %s

**Explanation** MICA modem FIRMWARE download file is not found in BOOTFLASH.

**Recommended Action** Record the reason at the end of the message, and report the problem.

**Error Message** %MICA-1-UNAVAILABLE: Slot %d MICA Board Crashed, Going to Recover

**Explanation** A MICA modem board has crashed. The router will automatically restart and reload it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-1-UNAVAILABLE: Slot %d MICA Board Init Failed : %s

**Explanation** A MICA modem board has failed to reset and initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MICA-3

**Error Message** %MICA-3-UNAVAILABLE: Attempting restart of modem module %d

**Explanation** The indicated modem module suffered a run-time error and had to be reset and an attempt is now being made to restart the modem module.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MICA-3-UNAVAILABLE: Bad count from modem %d: count = %d

**Explanation** A message was received from the indicated modem which had an illegal count .

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad mail message opcode from modem %d: opcode = 0x%x

**Explanation** A message was received from the indicated modem which had an illegal opcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad msg from modem(%d/%d): opcode/arg = 0x%x/0x%x

**Explanation** A message received from the modem was not expected by the driver. If the hardware is newer than the software, this could mean a new response cannot be handled. Otherwise, it is possible that data corruption has occurred in the hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad tx mail message opcode = 0x%x

**Explanation** A message was attempted to be transmitted to the indicated modem which had an illegal opcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad vendor id from PLX 9060SD -- value was 0x%x

**Explanation** A hardware error occurred involving the PCI interface chip.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Bad version %s portware: %s

**Explanation** Modem firmware of the indicated version, bundled into the modem card image, did not pass the sanity tests done to verify a firmware image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Boardware is not bundled in this IOS image

**Explanation** This image does not contain on-board software (boardware) necessary for MICA modems.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Cannot download version %s on module %d

**Explanation** The block information that is necessary to download modem firmware was missing for the indicated firmware version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Contiguous packet sent for transmit

**Explanation** A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Error: Trying to access an invalid modem %d

**Explanation** The requested operation could not be accomplished because of a bad modem number. Call your technical support representative for assistance

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Exhausted %s DMA entries for module %d

**Explanation** The software structures that are used to drive the DMA engines were temporarily exhausted while attempting the task indicated in the error message; the task was aborted as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Exhausted free mail elements for modem\_num %d.  
Current use: %d

**Explanation** The software structures that are used to receive and transmit messages from the MICA modems were temporarily exhausted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Failed To Allocate Memory for MICA modem mgmt

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %MICA-3-UNAVAILABLE: Inband NAK from modem %d -- payload 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x

**Explanation** A inband message sent to the indicated modem was rejected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Inband NAK from modem (%d/%d): opcode = 0x%x

**Explanation** A inband message sent to the indicated modem was rejected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Inband message with unknown opcode received from modem %d -- payload 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x 0x%x

**Explanation** An inband message with unknown opcode was received from the indicated modem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Mica sent invalid stack address or length, MICA module %d, addr 0x%x, length %d

**Explanation** Runtime error occurred on MICA, MICA sent invalid stack address or length.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem %d went bad

**Explanation** Run-time checks for modem health determined that the indicated modem was no longer functional due to a hardware or software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem %d: %s while handling %s.

**Explanation** The modem state machine received a bad parameter as indicated by the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem number %d/%d is bad, Error code is %x

**Explanation** Message from the MICA modem driver indicates that the modem is bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Modem(%d/%d) Unexpected Event: %s in %s

**Explanation** An error was reported from the modem hardware which was not expected by the driver.

**Recommended Action** The seriousness of this problem has not been determined. If the determination is not obvious from the error message provided from the device, follow these instructions: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Module in socket %d (board-id=%d) is %s module; card is not %s card

**Explanation** The modem module in the socket indicated by the message is inappropriate for the modem card it is on.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Module in socket %d is of unknown type (board-id=%d)

**Explanation** The modem module in the socket indicated by the message is bad, possibly because the serial EEPROM on the module is misprogrammed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: NAK from modem %d in state %d -- payload 0x%x

**Explanation** A message sent to the indicated modem was rejected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No IDB structure for modem %d

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No PPP context structure for modem %d

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No TTY structure for modem %d

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: No msg buffer for Modem(%d/%d) in %s:%d

**Explanation** The MICA software was unable to allocate a packet buffer. The system may be out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Packet descriptor count (%d) exceeds transmit ring size

**Explanation** The packet to be transmitted needed more descriptors than are available on the transmit ring, and the packet was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Portware download timed out for module %d

**Explanation** The diagnostic message that is expected back from a MICA modem after successful download and initialization of the modem firmware was never received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Runtime error on MICA module %d Hex %d

**Explanation** A software error occurred on the modem firmware executing on the indicated modem module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Slot %d Boardware download failed because of %s, all modems are marked bad

**Explanation** A MICA modem failed to download its on-board software (boardware.) This was probably caused by a communication error between the router and the MICA hardware.

**Recommended Action** Try powercycling the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Slot %d Looking for %x, but reading %x

**Explanation** The MICA driver timed out waiting for a specific response.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Static receive paktype unavailable

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MICA-3-UNAVAILABLE: Unknown inband msg from modem (%d/%d): opcode = 0x%x

**Explanation** An unknown inband message is received from the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MICA-4

**Error Message** %MICA-4-UNAVAILABLE: OOB comand in Slot(%d) took too long to complete. Reseting port

**Explanation** The OOB port was locked because a command took too long to complete. The port was recovered by resetting internal datastructures.

**Recommended Action** If there are frequent occurances of this event, turn on debug modem oob for the slot and report the problem with these logs

**Error Message** %MICA-4-UNAVAILABLE: Slot %d Module numbers %s are running default IOS image, file %s not found in flash

**Explanation** The MICA modem on-board software (boardware) was provided from the running Cisco IOS Software image because the boardware could not be found in flash memory.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MICA-5

**Error Message** %MICA-5-UNAVAILABLE: Modem (%d/%d) is being recovered by %s

**Explanation** Modem is consecutively failing to Connect, so being recovered

**Recommended Action** None

**Error Message** %MICA-5-UNAVAILABLE: Modem (%d/%d) recovery failed: %s

**Explanation** Modem recovery failed

**Recommended Action** None

**Error Message** %MICA-5-UNAVAILABLE: Slot %d is running boardware version %c.%c.%c.%c

**Explanation** This is a status message to indicate the successful start-up of the on-board software (boardware) on one MICA modem port.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MICA-5-UNAVAILABLE: Unknown modem module in Slot %d - Modem Module %d

**Explanation** A MICA modem module has an uninitialized cookie. This can be due to a manufacturing error or more likely it is due to a problem on the modem module itself.

**Recommended Action** Please seek a replacement for this modem module. For some reason this module no longer is able to identify itself LOG\_STD\_NO\_ACTION

## MICA-6

**Error Message** %MICA-6-UNAVAILABLE: Modem module %d initialized

**Explanation** The indicated modem module was successfully initialized.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MIF68840-1

**Error Message** %MIF68840-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The number of interfaces found was not what was expected. This possibly indicates a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MIF68840-3

**Error Message** %MIF68840-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** This indicates an internal software inconsistency.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIF68840-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The FDDI driver failed to initialize.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MIF68840-5

**Error Message** %MIF68840-5-UNAVAILABLE: '%s' command on %s

**Explanation** The requested device or port is not supported as a FDDI interface

**Recommended Action** LOG\_STD\_NO\_ACTION

## MIMIC-3

**Error Message** %MIMIC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Please make sure there is sufficient memory available in the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The %s firmware download for the network module in slot %d failed.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The MCOM integrated modem network module controller in slot %d %s.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The MCOM integrated modem network module in slot %d failed to configure. %s

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The MCOM integrated modem network module in slot %d failed to initialize properly.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Power down, reinsert the network module and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The modem in slot %d port %d failed to reset (status = 0x%x).

**Explanation** The integrated modem hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: The network module hardware reports an invalid %s device id of %#x.

**Explanation** The integrated modem network module hardware may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MIMIC-3-UNAVAILABLE: Unable to reset MCOM integrated modem %d/%d.

**Explanation** A critical error occurred and the device driver unsuccessfully attempted to reset the modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MIMIC-4

**Error Message** %MIMIC-4-UNAVAILABLE: The MCOM integrated modem subsystem is not compatible with this router.

**Explanation** The network module is not compatible with the current platform that it is plugged into.

**Recommended Action** Power down, remove the network module and reboot.

## MFIB\_CONST\_RP Messages

This section contains MFIB Constellation information messages.

**Error Message** %MFIB\_CONST\_RP-6-REPLICATION\_MODE\_CHANGE: Replication Mode Change Detected. Current system replication mode is [chars]

**Explanation** When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable line card is inserted. The system will transition back to egress mode when the last egress-incapable line card is removed. The transition between ingress and egress modes will cause temporary loss of traffic.

**Recommended Action** To prevent traffic loss, enter the **ipv6 mfib hardware-switching replication-mode ingress** command.

## MFIB\_STATS Messages

This section contains MFIB statistics messages.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_FAILED\_GET\_COUNTERS: Linecard failed in getting counters due to null table. af = [int], v6 def tbl [hex], v4 def tbl [hex]

**Explanation** The line card has failed to get entry counters due to a null table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_FAILED\_GET\_IPC\_MSG: Linecard failed allocating ipc message buffer

**Explanation** The line card failed to allocate a buffer for sending statistics.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_FAILED\_SEND\_MSG: Linecard failed in sending msg to the Route Processor error = [chars]

**Explanation** The line card has failed to send a statistics message to the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_LC\_MSG\_TOO\_BIG: Linecard failed to return counters, message buffer too small.

**Explanation** The line card has failed to return counters because the minimum message size exceeds the maximum IPC buffer size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_RP\_FAILED\_GET\_IPC\_MSG: RP failed allocating ipc message buffer for linecard, slot = [dec]

**Explanation** The route processor failed to allocate a buffer for getting line card statistics.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_RP\_FAILED\_REPLY\_MSG: RP received reply with error status from linecard, slot = [dec]

**Explanation** The route processor has received a reply with error in statistics message from a line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MFIB\_STATS-2-MFIB\_STATS\_RP\_SEQ\_ERROR: The RP ignored out of sequence per-interface statistics returned by the linecard in slot [dec].

**Explanation** A line card returned per-interface statistics in the wrong order and the RP has ignored them.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# MISA Messages

This section contains Multiple Crypto Engine subsystem messages.

## MISA-1

**Error Message** %MISA-1-ERROR: [chars]

**Explanation** An error occurred in the application using ISA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MISA-6

**Error Message** %MISA-6-INFO: [chars]

**Explanation** This is an informational message from ISA.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

## MK5-1

**Error Message** %MK5-1-UNAVAILABLE: Unit %d, initialization CSR1\_UERR failure, csr1=0x%04x

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: Unit %d, initialization failure - No CSR1\_PPRIM\_INIT\_CONF, csr1 = 0x%04x

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_badringsize

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The hardware failed to initialize correctly.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_memoryerror

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## MK5-3

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, bad output packet encapsulation: 0x%x

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, provider primitive lost, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, spurious provider primitive interrupt, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, unexpected provider primitive, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

**Error Message** %MK5-3-UNAVAILABLE: Unit %d, user primitive error, csr0=0x%04x, csr1=0x%04x

**Explanation** A network serial interface detected a hardware problem.

**Recommended Action** Repair or replace the controller.

## MK5-5

**Error Message** %MK5-5-UNAVAILABLE: Unit %d excessive modem control changes

**Explanation** Too many modem control interrupts have been received. The port was disabled to prevent excessive use of the CPU.

**Recommended Action** Check the cable on the serial port.

## MISTRAL Messages

This section contains Mistral ASIC (MISTRAL) messages.

### MISTRAL-3

**Error Message** %MISTRAL-3-BAD\_PAK: Possibly un-encapsulated packet passed to Mistral: int [chars] type [int] stat [hex] flags [hex] size [dec] encsize [dec] offset [dec] requeue\_token [int] r1 [int] r2 [int] total detected [int]

**Explanation** A badly encapsulated packet from the process level was passed to the Mistral ASIC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MISTRAL-3-NOEOBCBUF: No EOBC buffer available. Dropping the packet.

**Explanation** The Ethernet out-of-band channel pool of receive buffers for the Mistral ASIC has been exhausted. No additional input packets can be handled until some buffers are returned to the pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLD\_PROT Messages

This section contains Multicast Listener Discovery (MLD) protocol messages.

**Error Message** %MLD\_PROT-6-IDB\_ENABLE: Interface [chars] does not support multicast, not enabled

**Explanation** IGMP/MLD is not enabled on the specified interface that does not support multicast.

**Recommended Action** This is an informational message only. No action is required.

## MLI Messages

This section contains Memory Layout Information (MLI) messages.

### MLI-3

**Error Message** %MLI-3-NOT\_ENOUGH\_SPACE: There is not enough space in Memory Layout Information area to store the tuple

**Explanation** Insufficient memory is reserved in the Memory Layout Information (MLI) area to store the given MLI tuple data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show mli** commands and your pertinent troubleshooting logs.

## MLS\_ACL\_COMMON Messages

This section contains Multilayer Switching ACL (MLS\_ACL\_COMMON) messages.

### MLS\_ACL\_COMMON-3

**Error Message** %MLS\_ACL\_COMMON-3-MLS\_ACL\_CONSIST\_FIX: ACL TCAM inconsistency seen at index [dec] and could not be fixed

**Explanation** The ACL TCAM inconsistency checker found an inconsistency between software and hardware TCAM entries and could not fix it. [dec] is the index where the inconsistency was found.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLS\_ACL\_COMMON-4

**Error Message** %MLS\_ACL\_COMMON-4-LOG\_UPDATE\_NO\_RL: ACL TCAM update ([chars] direction) occurred on interface [chars]; [chars] action taken [chars] msec

**Explanation** An update of the ACL TCAM occurred on the specified interface. When the ACL TCAM is updated, the specified security action is taken for the specified time interval.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLS\_ACL\_COMMON-4-LOG\_UPDATE\_RL: ACL TCAM update ([chars] direction) occurred on interface [chars]; [chars] action taken [chars] msec

**Explanation** An update of the ACL TCAM occurred on the specified interface. When the ACL TCAM is updated, the specified security action is taken for the specified time interval.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLS\_ACL\_COMMON-4-MLS\_ACL\_CONSIST: ACL TCAM inconsistency seen at index [dec]

**Explanation** The ACL TCAM inconsistency checker found an inconsistency between software and hardware TCAM entries and has fixed it. [dec] is the index where the inconsistency was found.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSCEF Messages

This section contains Multilayer Switching Cisco Express Forwarding (MLSCEF) messages.

### MLSCEF-2

**Error Message** %MLSCEF-2-EXCESSIVE\_FIB\_CORR\_SSRAM\_ERRORS: Too many fib correctable ecc error interrupts.

**Explanation** The number of correctable error interrupts has exceeded the threshold of 1000 correctable ECC errors in 30 minutes. All errors were corrected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show mls cef hardware**, **show mls cef log**, and **show ver** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-EXCESSIVE\_FIB\_SSRAM\_ERRORS: Too many fib ecc error interrupts.

**Explanation** The number of error interruptions exceeded the threshold. As a result of this condition, the system will fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-FIB\_SSRAM\_WRITE\_INCONSISTENCY: FIB SSRAM Mismatch for Index: [dec] Expected: [hex], Hardware: [hex]

**Explanation** A problem occurred when the system attempted to write the FIB SSRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-FIB\_TCAM\_WRITE\_INCONSISTENCY: FIB TCAM Mismatch for [chars]: Index: [dec] Expected:Entry: [hex] - [hex] - [hex] Hardware: Entry: [hex] - [hex] - [hex]

**Explanation** A problem occurred when the system attempted to write the FIB TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-RELOAD: maximum routes config mismatch. Reloading with correct config

**Explanation** The system detected a mismatch between the user configuration route allocation and the current route allocation. A system reload is required to correct this condition.

**Recommended Action** If the message does not appear continuously and the **mls cef maximum-routes** command has been entered, no action is required. If this message appears continuously on the same module and the **mls cef maximum-routes** command has not been entered, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-SANITY\_FAIL: Sanity Check of MLS FIB s/w structures failed

**Explanation** The verification process encountered inconsistent MLS FIB data structures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLSCEF-2-UNCORRECTABLE\_SSRAM\_ERROR: Bank [dec] Index: [dec], Expected: [hex], Hardware: [hex]. Affected TCAM [hex] - [hex] - [hex]

**Explanation** A faulty FIB SSRAM location was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSCEF-4

**Error Message** %MLSCEF-4-FIB\_EXCEPTION\_THRESHOLD: Hardware CEF entry usage is at 95% capacity for [chars] protocol.

**Explanation** The number of route entries that are installed is about to reach the hardware FIB capacity, or the maximum routes limit set for the specified protocol. If the limit is reached, some prefixes will be software switched.

**Recommended Action** Enter the **mls cef maximum-routes [protocol]** global configuration command to increase the maximum number of routes for the protocol. Refer to the configuration manuals for the differing capacity limitations of XL versus non-XL systems, as well as for impacts to other protocols when changing maximum routes of one protocol. Enter the **show mls cef summary** command to see the current usage summary.

**Error Message** %MLSCEF-4-INCORRECT\_CONFIG: A max-routes configuration mismatch or an invalid max-routes configuration has been detected. Reverting to default configuration.

**Explanation** The system has detected a configuration mismatch or an invalid configuration for the **mls cef maximum-routes** command, and is reverting to the system default configuration.

**Recommended Action** Reconfigure your maximum routes using the **mls cef maximum-routes** command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSCEF-7

**Error Message** %MLSCEF-7-FIB\_MASK\_MISMATCH: Attempt to delete an entry not matching block mask - class = [dec], [dec]/[dec], mask [dec]/[dec]

**Explanation** The passed mask does not match the stored block mask.

**Recommended Action** This is a debug message only. No action is required.

## MLS\_CEF\_ISSU Messages

This section contains Multilayer Switching Cisco Express Forwarding (MLSCEF) in-service software upgrade (ISSU) messages.

## MLS\_CEF\_ISSU-2

**Error Message** %MLS\_CEF\_ISSU-2-MLS\_CEF\_RETRY\_FAIL: Unable to get maximum routes config from Active RP.

**Explanation** The ISSU process was unable to get the maximum route configuration from the active RP. The system will configure to default values.

**Recommended Action** Reload the system. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLSM Messages

This section contains Multicast Distributed Shortcut Switching (MDSS)/multilayer switching for multicast (MLSM) messages.

### MLSM-2

**Error Message** %MLSM-2-IPC\_ERROR: MMLS: IPC failure detected between RP and SP

**Explanation** This can happen when EOBC channel is too busy or NMP is too busy so that draco side does not get response even after few retries by IPC layer.

**Recommended Action** Under some stressful condition, when communication between RP and SP side can not be maintained this message will be printed. MMLS will keep trying to recover from situation by sending message to SP. The restart message to SP has exponential back off upto 160 second

### MLSM-4

**Error Message** %MLSM-4-CC\_ERROR: (Type of CC: [chars]): [chars]  
([IP\_address],[IP\_address]), Auto-repair is [chars]

**Explanation** Either the RP-SP or MROUTE-MLSM consistency checker has detected an error.

**Recommended Action** If enabled, the autorepair feature will automatically correct the error.

**Error Message** %MLSM-4-MLSM\_LTL\_FULLL\_VDB\_CREATE\_FAILED: Multi-Layer Switching for Multicast: Disabling Multicast Hardware Switching for VLAN ([dec]), VLAN not found on Switch Processor

**Explanation** The switch processor is unable to create VLANs due to a Layer 2 hardware limitation. Because no VLAN information is available, the switch processor is unable to install shortcuts. Multicast hardware switching for this VLAN interface will be disabled to avoid installation of shortcuts. All flows using this VLAN as the outgoing interface will be affected.

**Recommended Action** Modify the network configuration to increase the hardware resources for creating VLANs on the switch processor.

## MLS M-6

**Error Message** %MLS M-6-BIDIR\_SC\_INSTALL\_FAILURE: Bi-dir multicast flows will not be installed in hardware in the presence of tunnel interfaces for RP [IP\_address]

**Explanation** Bidirectional multicast flows will not be installed in hardware in the presence of tunnel interfaces. The bidirectional flows will be software-switched until the tunnel interfaces are unconfigured.

**Recommended Action** Unconfiguring the tunnel interfaces will allow the bidirectional flows to be hardware-switched.

**Error Message** %MLS M-6-CONFIG\_MISMATCH: Multicast hardware switching config mis-match between RP and NMP. It is likely to be disabled on the NMP

**Explanation** MLS multicast hardware switching has been enabled on the RP but likely disabled on the NMP

**Recommended Action** Correct the mis-config by enabling IGMP snooping and MMLS on the NMP

**Error Message** %MLS M-6-CONFIG\_MISMATCH\_RECOVERED: Multicast hardware switching mismatch recovered from earlier config mis-match

**Explanation** MMLS Config mismatch between RP and SP recovered from mismatch. The MLS multicast hardware switching is likely to be enabled on the NMP

**Recommended Action** Note the difference between the time the error occurred to the current message. It indicates the time when no HW switched entries existed in the switch

**Error Message** %MLS M-6-ERROR\_RECOVERED: MMLS: Communication channel between RP and SP recovered from failure

**Explanation** Communication between RP and SP recovered from earlier IPC / SCP failure. MMLS will install HW switched entries on backoff timer expiration. The backoff time is  $\min(10 \text{ sec} * (\# \text{ of times error occurred})^2, 160)$

**Recommended Action** Note the difference between the time the error occurred to the current message. It indicates the time when no HW switched entries existed in the switch

**Error Message** %MLS M-6-LC\_SCP\_FAILURE: NMP encountered internal communication failure for (%i,%i,%d), flow will be software switched

**Explanation** This message happens SP was not able to update CEF tables on atleast one of the EARLs on Linecards.

**Recommended Action** Under some condition SP was not able to communicate with Linecard to update the multicast-CEF table. And this causes inconsistency in the CEF table among different line cards. This shortcut is deleted, so that inconsistent state is purged. And this flow will get software forwarded.

**Error Message** %MLSM-6-MFD\_COUNT\_ERR: MFD Count error : (%i,%i,%d) first mfd: %dvlan extra RPF-MFD in HW state: %dvlan

**Explanation** This message happens when there are multiple MFD in hardware switched state.

**Recommended Action** Under some stressful condition, RP tends to think that there are two MFDs install for a particular flow. This should not happen, if it happens, it is harmless. This message is added, just to help debugging this problem.

**Error Message** %MLSM-6-MIN\_MTU\_SUPPORTED: MMLS flows being re-started as the MTU of all the interfaces (oifs) is not equal. Packets greater than the minimum MTU of all oifs will be software switched

**Explanation** This message happens when all the earl in the system are now having polaris rev1.1. In this system configuration, earl will bridge the packet in the incoming interface to draco if incoming packet size is larger then mtu programmed in fib. Software will forward the packet out in all the interfaces. In this configuration WAN (incoming) - LAN (outgoing) flows can be hardware switched upto min-mtu of oif sizes.

**Recommended Action** This is just a informative message. If there are to many packets going to CPU, the MTU on the interfaces should be changed appropriately to take advantage of hardware replication.

**Error Message** %MLSM-6-MIN\_MTU\_UNSUPPORTED: Outgoing interfaces with MTU less than the RPF interface will be multicast replicated to in software

**Explanation** This message happens when atleast one earl in the system is now having polaris rev1.0. In this system configuration, earl will not be able to bridge the packet in the incoming interface to draco, if incoming packet size is larger then mtu programmed in fib. So, OIFs having MTU LAN (outgoing) flows will be completely software forwarded.

**Recommended Action** This is just a informative message. If there are to many packets going to CPU, the MTU on the interfaces should be changed appropriately to take advantage of hardware replication.

**Error Message** %MLSM-6-MLSM\_PMS: MMLS: MLSM is suspending the caller process [chars]

**Explanation** MLSM is suspending the caller process. This message appears when the MLSM routines are called from the PIM/Mwheel context and MLSM routines suspend a process. When MLSM suspends the caller process, data corruption might occur for the data that is handled by the caller process.

**Recommended Action** This message is informational. No action is required.

**Error Message** %MLSM-6-MMLS\_EGRESS\_INFO: MMLS: Please make sure no multicast traffic is going through egress incapable line cards when system is operating in egress mode

**Explanation** There should be no multicast traffic going through egress-incapable line cards while the system is operating in egress replication mode.

**Recommended Action** Determine if there are any egress-incapable line cards in the system. If there are egress-incapable line cards, verify that there is no multicast traffic going through them.

**Error Message** %MLSM-6-MMLS\_LEGACY\_INSERTED: MMLS: Legacy Linecard Inserted, Egress Replication Mode will be disabled

**Explanation** Egress replication is not supported with legacy modules. The system will transition to ingress mode and will cause a temporary loss of traffic.

**Recommended Action** If the system is required to operate in egress replication mode, remove the legacy module.

**Error Message** %MLSM-6-MMLS\_MDT\_TUNNEL\_UP: MMLS: MDT tunnel is up, Egress Replication Mode will be disabled

**Explanation** Egress replication is not supported when MDT is configured and an MDT tunnel is up. The system will transition to ingress mode if required, and the transition will cause a temporary loss of traffic.

**Recommended Action** This message is informational. No action is required.

**Error Message** %MLSM-6-MMLS\_MODE\_CHANGE: MMLS: Replication Mode Change Detected

**Explanation** When automatic detection of the replication mode is enabled, the system will transition to ingress mode when an egress-incapable module is inserted. The system will transition back to egress mode when the last egress-incapable module is removed.

**Recommended Action** Transitioning between ingress and egress mode causes a temporary loss of traffic. To prevent this temporary loss of traffic, enter the **mls ip replication-mode ingress** command.

**Error Message** %MLSM-6-MMLS\_NO\_EGRESS\_LOCAL\_IN\_INGRESS: MMLS: Egress Local feature is NOT applicable in Ingress mode

**Explanation** When the system transitions from egress replication mode to ingress mode, the egress local feature will not be applied, even if the egress local feature is enabled.

**Recommended Action** If the egress local feature is required, restore the system replication mode to egress.

**Error Message** %MLSM-6-PVLAN\_INSTALL\_FAILURE: Unable to locate secondary-vlan for (%i,%i,%d), Flow will be software switched

**Explanation** This message happens when RP was not able to determine the secondary vlan for the source in secondary vlan. After finite retries RP gives up installing the shortcut in hardware. This can happen when a new flow is installed or when there is a RPF change. In such situations, flow will be software switched.

**Recommended Action** Make sure ARP table is populated for sources in secondary vlan by explicitly 'ping'ing the source and the ARP table should contain the primary as well as secondary vlan information. To enable creation of hardware shortcut, do a 'clear ip mroute ' for the specific flow.

**Error Message** %MLSM-6-SCP\_ERROR: MMLS: SCP failure detected between RP and SP

**Explanation** This can happen when EOBC channel is too busy or NMP is too busy so that draco side does not get response even after few retries by ICC layer.

**Recommended Action** Under some stressful condition, when communication between RP and SP side can not be maintained this message will be printed. MMLS will keep trying to recover from situation by sending message to SP. The restart message to SP has exponential back off upto 160 second

**Error Message** %MLSM-6-SM\_INSTALL\_FAILURE: interface/mask entry installation failed on %i/%d, vlan%d

**Explanation** This message happens when Interface/mask entry to punt directly connected sources to the router could not be installed in HW-CEF table. This happens, system is running out of available CEF entries. In this situation, there might be blackholing of traffic for the directly connected sources on this interface

**Recommended Action** Modify the network config such that, hardware resource limitation is not hit and ensure that interface/mask entry is installed.

**Error Message** %MLSM-7-SC\_TCAM\_FULL\_ERROR: TCAM space not available to install the (%i,%i) entry in the Hardware

**Explanation** This message is printed when a (s,g) or (\*,g) entry could not be installed in HW-CEF table. This happens when the system is running out of available CEF entries.

**Recommended Action** Modify the network config such that, hardware resource limitation is not hit and ensure that (s,g) or (\*,g) entry is installed.

# MLS\_RATE Messages

This section contains Multilayer Switching Rate Limit (MLS\_RATE) messages.

## MLS\_RATE-4

**Error Message** %MLS\_RATE-4-CPP\_DISABLED\_IN\_HW: Control Plane Policing NOT performed in hardware, due to the presence of egress QoS.

**Explanation** CPP cannot be performed in the hardware when the system is running in PFC3A mode and egress QoS is configured on any other interface. Under these circumstances, CPP is performed only in the software until egress QoS is removed from the running configuration.

**Recommended Action** Remove any egress QoS from the running configuration, or upgrade to a PFC3B or PFC3-BXL. We strongly recommend the upgrade.

**Error Message** %MLS\_RATE-4-CPP\_RE\_ENABLED\_IN\_HW: Control Plane Policing will now be performed in hardware.

**Explanation** CPP cannot be performed in the hardware when the system is running in PFC3A mode and egress QoS is configured on any other interface. Egress QoS has been removed from the running configuration.

**Recommended Action** Because egress QoS has been removed, no action is required. To prevent this condition from occurring again, we strongly recommend that you upgrade to a PFC3B or PFC3BXL.

**Error Message** %MLS\_RATE-4-DISABLING: The Layer2 Rate Limiters have been disabled.

**Explanation** The Layer 2 rate limiters are turned off with the current hardware configuration because they are not supported with this combination of modules.

**Recommended Action** Refer to the feature usage guidelines for more details.

**Error Message** %MLS\_RATE-4-LIMITING\_DOWN: MLS HARDWARE RATE-LIMITING functionality is not active

**Explanation** Memory resources are insufficient to support the rate-limiting functionality.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MLS\_RATE-4-NO\_DHCP\_RESOURCE: DHCP Snooping requires 2 Rate Limiters

**Explanation** There are not enough hardware rate limiters to enable DHCP snooping.

**Recommended Action** DHCP snooping requires two hardware rate limiters. All may be used. To display the features that use these hardware rate limiters, enter the **show mls rate-limit usage** command. Unconfigure enough rate limiters to configure DHCP snooping.

**Error Message** %MLS\_RATE-4-NO\_RESOURCE: The hardware Rate Limiters are fully used

**Explanation** There are no more hardware rate limiters available.

**Recommended Action** EARL supports a limited number of hardware rate limiters. All may be used. To display the features that use these hardware rate limiters, enter the **show mls rate-limit usage** command. To program a rate limiter for the new feature, unconfigure one of the configured rate limiters.

**Error Message** %MLS\_RATE-4-NOT\_SUPPORTED: This functionality is not configurable.

**Explanation** The rate limit functionality is not active with the current hardware configuration.

**Recommended Action** Refer to the feature usage guidelines for more details.

**Error Message** %MLS\_RATE-4-OVERWRITING\_PORTSEC\_DEFAULT: Port security rate limiter was set to non-default value.

**Explanation** Overwriting the default port security rate value.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %MLS\_RATE-4-OVERWRITING\_VALUE: Overwriting the rate value for: [chars] case

**Explanation** Some rate limiters share the same hardware register. This message appears if programming a new rate limiter causes a previously configured one to be overwritten.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MLS\_STAT Messages

This section contains Multilayer Switching Statistics (MLS\_STAT) messages.

### MLS\_STAT-4

**Error Message** %MLS\_STAT-4-IP\_CSUM\_ERR: IP checksum errors

**Explanation** Packets with IP checksum errors have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IP\_LEN\_ERR: MAC/IP length inconsistencies

**Explanation** Packets with an IP length that does not match their physical length have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IP\_TOO\_SHRT: Too short IP packets received

**Explanation** Packets with IP minimum length check errors have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IPX\_LEN\_ERR: MAC/IPX length inconsistencies

**Explanation** Packets with an IPX length that does not match their physical length have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

**Error Message** %MLS\_STAT-4-IPX\_TOO\_SHRT: Too short IPX packets received

**Explanation** Packets with IPX minimum length check errors have been received.

**Recommended Action** No action is necessary. This message is for informational purposes only.

## M32X-1

**Error Message** %M32X-1-UNAVAILABLE: %s: Channel disable failed

**Explanation** A software or hardware error occurred. The M32X trunk card failed to respond to a request to disable an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: %s: Channel enable failed

**Explanation** A software or hardware error occurred. The M32X trunk card is not responding to commands used to initialize it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X controller %d, channel 0x%x: No Reponse from device. Action Request Timeout

**Explanation** The Action Request for a particular has failed after retry.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %M32X-1-UNAVAILABLE: M32X down load failed.

**Explanation** The M32X trunk card failed. It could not download its operational microcode.

**Recommended Action** Perform a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X download failed to complete.

**Explanation** The M32X trunk card has failed. It could not download its operational microcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X slot %d: Init Failed at %s

**Explanation** The M32x trunk card failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: M32X: Download checksum error (sent = 0x%x, received = 0x%x)

**Explanation** The download of the internal microcode to the M32X failed to checksum correctly. This usually indicates a hardware failure of the M32X.

**Recommended Action** Perform a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-1-UNAVAILABLE: Not ready for download.

**Explanation** The M32X trunk card did not respond when commanded to download its operational microcode.

Perform a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## M32X-3

**Error Message** %M32X-3-UNAVAILABLE: Device reported %#x

**Explanation** A hardware error occurred involving the PCI interface for an M32X trunk card.

**Recommended Action** If it is an M32X trunk card then this is due to a malfunction. Or another PCI device may have been mistaken for an M32X. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-3-UNAVAILABLE: M32X: %s - packet was less than two bytes

**Explanation** An output packet was detected that was smaller than the minimum allowable datagram size. An error in another driver or an error in the system software probably triggered this error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-3-UNAVAILABLE: M32X: Exception %d, trace %d

**Explanation** A software or hardware error has occurred in the M32X trunk card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %M32X-3-UNAVAILABLE: M32X: Stale msg in %s - mbx0:%lx mbx1:%lx  
mbx2:%lx

**Explanation** The M32X has not responded to a message within a specified time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## M32X-5

**Error Message** %M32X-5-UNAVAILABLE: M32X controller %d, channel %d: remote loopback %s, %s

**Explanation** The interface entered or exited a remote loopback.

**Recommended Action** No action required.

## MAB-5

**Error Message** %MAB-5-UNAVAILABLE: Authentication failed for client (%s) on Interface %s

**Explanation** Authentication was unsuccessful

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MAB-5-UNAVAILABLE: Authentication successful for client (%s) on Interface %s

**Explanation** Authentication was successful

**Recommended Action** LOG\_STD\_NO\_ACTION

## MACSEC-3

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to learn %e on %s caused configured service instance limit (%u) to be exceeded. Service instance will be shutdown.

**Explanation** The ethernet service instance specified in the system message has been configured for shutdown-mode MAC Security, and is not allowed to learn addresses beyond the limit specified in the system message. This service instance received a frame with unknown source MAC address, and if this address is learnt it would cause the limit to be exceeded. The address has not been learnt, and additionally the service instance has been shutdown.

**Recommended Action** If the MAC address has to be permitted to be learnt, either increase the MAC Security limit configured on the service instance, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learnt. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to learn denied address %e on %s. Service instance will be shutdown.

**Explanation** The ethernet service instance specified in the system message has been configured for shutdown-mode MAC Security, and has been configured to deny the MAC address specified in the system message. A frame was received from this denied MAC address. The address has not been learnt, and additionally the service instance has been shutdown.

**Recommended Action** If the MAC address has to be permitted to be learnt, remove the address from the list of denied addresses on the service instance. Otherwise, this is a genuine violation and no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to move %e from [%s] to [%s]

**Explanation** The MAC address specified in the system message is currently learned on the first ethernet service instance specified in the system message. An ethernet frame with the same MAC address has now been encountered on the second ethernet service instance. This is a violation of MAC Security policy.

**Recommended Action** If the MAC address has to be permitted to be re-learned on the second service instance, remove the address from the list of addresses permitted on the first service instance (if applicable), and clear the address from the MAC Address Table. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

**Error Message** %MACSEC-3-UNAVAILABLE: Attempt to move %e from [%s] to [%s], shutting down the latter

**Explanation** The MAC address specified in the system message is currently learned on the first ethernet service instance specified in the system message. An ethernet frame with the same MAC address has now been encountered on the second ethernet service instance. This is a violation of MAC Security policy, and as a result the second service instance will be shut down.

**Recommended Action** If the MAC address has to be permitted to be re-learned on the second service instance, remove the address from the list of addresses permitted on the first service instance (if applicable), and clear the address from the MAC Address Table. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it. Once the violation cause has been identified and resolved, re-enable the service instance.

## MACSEC-4

**Error Message** %MACSEC-4-UNAVAILABLE: Attempt to learn %e on %s caused configured bridge-domain limit (%u) to be exceeded.

**Explanation** The bridge-domain specified in the system message is not allowed to learn addresses beyond the limit specified in the system message. A service instance belonging to this bridge-domain received a frame with unknown source MAC address, and if this address is learnt it would cause the bridge-domain limit to be exceeded. The address has not been learnt.

**Recommended Action** If the MAC address has to be permitted to be learnt, either increase the MAC Security limit configured on the bridge-domain, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learnt. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

**Error Message** %MACSEC-4-UNAVAILABLE: Attempt to learn %e on %s caused configured service instance limit (%u) to be exceeded.

**Explanation** The ethernet service instance specified in the system message has been configured for restrict-mode MAC Security, and is not allowed to learn addresses beyond the limit specified in the system message. This service instance received a frame with unknown source MAC address, and if this address is learnt it would cause the limit to be exceeded. The address has not been learnt.

**Recommended Action** If the MAC address has to be permitted to be learnt, either increase the MAC Security limit configured on the service instance, or clear the MAC address table for the affected bridge-domain to give this address a chance to be learnt. If this is a genuine violation, no action is needed on the device; instead, locate the cause for the violation and remove it.

**Error Message** %MACSEC-4-UNAVAILABLE: Attempt to learn denied address %e on %s.

**Explanation** The ethernet service instance specified in the system message has been configured for restrict-mode MAC Security, and has been configured to deny the MAC address specified in the system message. A frame was received from this denied MAC address. The address has not been learnt.

**Recommended Action** If the MAC address has to be permitted to be learnt, remove the address from the list of denied addresses on the service instance. Otherwise, this is a genuine violation and no action is needed on the device; instead, locate the cause for the violation and remove it.



# MMLS Messages

This section contains Multicast Multilayer Switching (MMLS) messages.

## MMLS-3

**Error Message** %MMLS-3-ICROIF\_BLOCK\_ALLOC\_FAILED: Allocation of %s block of indices for egress distribution over fabric failed

**Explanation** The allocation of the block of indices used for egress distribution over the fabric has failed. As a result, the system will not be able to work in egress replication mode. This condition could be caused by a shortage of hardware resources during boot up or at the time when the first block of indices is completely consumed. A shortage of hardware resources might be caused by having too many VLANs configured.

**Recommended Action** Reduce the number of VLANs in the system by entering the **no vlan {vlan\_id}** command and reloading the system, or configure ingress replication mode by entering the **mls ip multicast replication-mode ingress** command. Ingress replication mode does not use egress distribution indices.

## MMLS-4

**Error Message** %MMLS-4-ICROIF\_INDICES\_EXHAUSTED: Unable to allocate index for egress distribution over fabric

**Explanation** The indices used for egress distribution over the fabric are exhausted and the system is currently unable to allocate an index. An index is allocated for each unique combination of flow over the fabric and is not freed upon removal of all shortcuts using it. An index-freeing mechanism operates when a threshold for freeing up unused indices is reached. If the number of used indices stays above the threshold after collection of unused indices, another block (up to a maximum of two blocks) of 256 indices is allocated.

**Recommended Action** You may not be required to take any action, as the index-freeing mechanism should take care of freeing up unused indices. If the problem remains, try reducing the number of unique combination of flows over the fabric created by the presence of multicast sources and receivers on different line cards.

**Error Message** %MMLS-4-VLAN\_2K\_SR\_TR\_INSTALL\_FAILED: Multicast Multi-Layer Switching: Failed to install service reflect translation, hardware resource unavailable

**Explanation** The Multicast Service Reflect translation cannot be installed in hardware as a required hardware resource is unavailable.

**Recommended Action** Removing tunnel interfaces or reducing the number of service reflect translations would help solve the problem.

## MMLS-6

**Error Message** %MMLS-6-ADJ\_ALLOC\_FAILURE: Failed to allocate Adjacency for the multicast flow ([IP\_address], [IP\_address])

**Explanation** The system is unable to allocate an adjacency for this particular flow. The affected flow will be retried and will be software switched until it is successfully installed in the hardware.

**Recommended Action** The adjacency table utilization could be very high and needs to be reduced. Removing some hardware switched flows would help solve the problem.

**Error Message** %MMLS-6-BIDIR\_ADJ\_LIMIT\_EXCEEDED: Failed to allocate Adjacency for Bidir Multicast shortcuts, exceeded limit of ([dec]), subsequent flows will be software switched.

**Explanation** The system limit of maximum adjacencies for bidirectional shortcuts has been exceeded. As a result, any new multicast flows will be switched by the software.

**Recommended Action** The number of bidirectional multicast flows is too large to fit in the hardware. There is no workaround.

**Error Message** %MMLS-6-FIB\_LIMIT\_EXCEEDED: Failed to allocate FIB entry, exceeded system limit of ([dec]) entries.

**Explanation** The maximum FIB entry limit has been exceeded, so FIB entries cannot be allocated by the MMLS.

**Recommended Action** The total number of multicast shortcuts is too large to fit in the FIB table and as a result subsequent shortcuts will be software switched. There is no workaround.

**Error Message** %MMLS-6-MCAST\_L3FLOW: %s from the Route Processor for Source %i Group %i vlan %d

**Explanation** A multicast flow has been installed or deleted.

**Recommended Action** No action is required.

**Error Message** %MMLS-6-MCAST\_STATUS: IP Multicast Multilayer Switching is %sabled

**Explanation** This message indicates whether the multicast Layer 3 multicast feature is enabled or disabled.

**Recommended Action** No action is required.

**Error Message** %MMLS-6-MET\_LIMIT\_EXCEEDED: Failed to allocate MET entry, exceeded system limit of ([dec]) entries. Number of times MET limit is exceeded in the last 1 min : [dec]

**Explanation** The maximum MET entry limit has been exceeded, so MET entries cannot be allocated by the MMLS.

**Recommended Action** The total number of OIFs is too large to fit in the MET table. Subsequent shortcuts or OIFs will be switched by the software. There is no workaround.

**Error Message** %MMLS-6-MMLS\_EGRESS\_INCAPABLE\_LC\_INSERTED: MMLS: Egress incapable line card ([dec]) inserted in forced egress replication mode

**Explanation** An egress-incapable line card is inserted while the system is operating in forced egress replication mode. The user must not source any multicast traffic on this egress-incapable line card.

**Recommended Action** Verify that there is no multicast traffic going through this egress-incapable line card.

**Error Message** %MMLS-6-MMLS\_EGRESS\_INCAPABLE\_LC\_PRESENT: MMLS: Egress incapable line card present while forcing replication mode to egress

**Explanation** There is at least one line card that is egress incapable in the system, but forced egress replication mode is configured on the system. Multicast traffic must not be sourced on the egress-incapable line card.

**Recommended Action** Verify that there is no multicast traffic going through this egress-incapable line card.

**Error Message** %MMLS-6-MMLS\_FSTATS\_MAX\_PENDING\_MSGS: Flow stats enqueued messages count([dec]) has reached the maximum and would be reset to [dec]

**Explanation** This message indicates that flow stats pending messages count has reached the maximum. To avoid further flow stats messages from being dropped, the counter would be reset to match the current pending messages count of the ICCQ.

**Recommended Action** This message is provided for information only.

**Error Message** %MMLS-6-MMLS\_HALF\_MET: MMLS: IPv6 multicast enabled on supervisor uplinks. Available MET space on supervisors is halved

**Explanation** The MET space is being halved to enable IPv6 on supervisor engine uplinks.

**Recommended Action** No action is required.

**Error Message** %MMLS-6-MMLS\_LEGACY\_LC\_PRESENT: MMLS: Legacy line card present, system cannot operate in egress replication mode

**Explanation** There is at least one legacy line card in the system. Therefore, the system cannot operate in egress replication mode when the system is configured for forced egress replication mode.

**Recommended Action** Remove the legacy line card(s) if you want the system to operate in forced egress replication mode.

**Error Message** %MMLS-6-RPF\_ADJ\_LIMIT\_EXCEEDED: Failed to allocate Adjacency for multicast shortcuts with RPF-vlan: ([dec]), exceeded limit of ([dec]), subsequent flows will be software switched

**Explanation** The system limit of maximum adjacencies for multicast shortcuts with the same RPF has been exceeded. As a result, any new multicast flows will be software switched.

**Recommended Action** The number of multicast flows with the same RPF interface are too large to fit in the hardware. There is no workaround.

**Error Message** %MMLS-6-RP\_LIMIT\_EXCEEDED: Failed to allocate DF index for Bidir-RP, exceeded limit of ([dec]) RPs for VPN: ([dec]). Shortcuts for RP: ([IP\_address]) will be software switched.

**Explanation** The system limit of four RPs per VPN has been exceeded. As a result, the multicast flows for the groups served by this RP will be software-switched.

**Recommended Action** The configured RPs are too large to fit in the DF table for one VPN. Attempt to configure the groups among existing RPs in hardware, or configure the RP in another VPN.

**Error Message** %MMLS-6-VLAN\_ADD\_FAILURE\_ON\_MET\_FULL: Error adding vlan [dec] to the MET table of some shortcuts

**Explanation** The MET table is full and the system is unable to add the VLAN to some shortcuts. The affected shortcuts will not switch traffic for that VLAN.

**Recommended Action** The MET utilization is very high and must be reduced. Removing some VLANs or switching to ingress replication mode will solve the problem.

## MPLS\_ADJ\_SB Messages

The following are MPLS Adjacency Subblock messages.

### MPLS\_ADJ\_SB-4

**Error Message** %MPLS\_ADJ\_SB-4-NO\_BACKUP\_INTF: [chars] - ifnum [dec]

**Explanation** Backup interface cannot be programmed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## MPLS\_COMMON Messages

**Error Message** %MPLS\_COMMON-3-L3\_CONFIG\_NOT\_RECOMMENDED: LAN interfaces have MPLS configured. Do not configure xconnect on interface vlans.

**Explanation** An attempt was made to configure a xconnect on an interface VLAN. The current network configuration has MPLS configured on a LAN interface.

**Recommended Action** Do not configure xconnects on an interface VLAN if the network has MPLS configured on a LAN interface.

**Error Message** %MPLS\_COMMON-3-VPLS\_CONFIG\_EXCEEDED: The number of EoMPLS/VPLS VCs exceeded the maximum supported on %i/%u.

**Explanation** The number of destination routers or the global number of virtual circuits exceeded the maximum supported by the box.

**Recommended Action** Refer to network configuration guidelines for the maximum limits

**Error Message** %MPLS\_COMMON-4-ATOM\_ON\_MPLS\_TE\_ONLY: AToM traffic supported only on MPLS TE tunnels currently AToM traffic uses interface %s

**Explanation** AToM traffic is supported only on MPLS TE tunnels and not on any other type of tunnels like GRE tunnels. Right now AToM traffic is using the mentioned tunnel interface.

**Recommended Action** Please make sure AToM traffic does not use non-MPLS TE tunnels.

# MPLS\_IPRM Messages

This section contains MPLS IP rewrite manager (IPRM) messages.

## MPLS\_IPRM-3

**Error Message** %MPLS\_IPRM-3-DB: [chars]

**Explanation** There is an inconsistency in the information required to request labels from or to process labels received from an IP label distribution module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-DB\_PATH: [chars]

**Explanation** There is an inconsistency in the information about a prefix path required to request labels from or to process labels received from an IP label distribution module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-DB\_PNDG\_DISC: [chars]

**Explanation** There is an inconsistency in the information about a temporarily deferred action required to populate MPLS forwarding data structures for a prefix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-DB\_TABLE: [chars]

**Explanation** There is an inconsistency in the information about a (VRF) table ID required to request labels from or to process labels received from an IP label distribution module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-DB\_TRANS: [chars]

**Explanation** There is an inconsistency in the information about an ongoing transaction required to populate MPLS forwarding data structures for a prefix.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-INTERNAL: [chars]

**Explanation** An operation required for proper operation of the IP rewrite manager has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-PATH\_LABEL\_DEL: [chars]

**Explanation** An attempt to delete MPLS forwarding information for the specified prefix has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-PATH\_LABEL\_GET: [chars]

**Explanation** An attempt to access MPLS forwarding information for the specified prefix has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-PATH\_LABEL\_UPD: [chars]

**Explanation** An attempt to update MPLS forwarding information for the specified prefix has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_IPRM-3-WALK: [chars]

**Explanation** A request by an IP label distribution module (for example, LDP, BGP) to walk a CEF table cannot be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MMLS\_RATE Messages

This section contains Multicast Multilayer Switching Rate Limiting (MMLS\_RATE) messages.

### MMLS\_RATE-3

**Error Message** %MMLS\_RATE-3-MMLS\_PARTIAL\_SC\_ERROR: Error installing Multicast Partial-sc rate-limiter.Operation failed.

**Explanation** The multicast partial SC rate limiter could not be configured because of an error that was returned from the switch processor.

**Recommended Action** The LTL index for the partial SC rate limiter might not have initialized yet. Wait several minutes, and try to configure the rate limiter again.

## MPLSMFISTATIC Messages

This section contains MPLS Forwarding Infrastructure (MFI) static application messages.

### MPLSMFISTATIC-3

**Error Message** MPLSMFISTATIC-3-CHUNKMGR: [chars] [hex]

**Explanation** An MPLS MFI static application chunk manager error has occurred.

**Recommended Action** This problem may be due to a low memory condition on the device. Check system memory and minimum memory requirements for this release and configuration, and add memory if required. If memory appears to be sufficient and problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools

and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show process memory**, **show version** and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** MPLSMFISTATIC-3-FCALLFAILED: [chars]

**Explanation** A static application function call has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** MPLSMFISTATIC-3-INVALIDPRAMS: [chars] [dec]

**Explanation** Unexpected parameters have been detected in a static application.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** MPLSMFISTATIC-3-WRONGCODEPATH: [chars]

**Explanation** An error involving an unexpected static application code path has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show version** and **show running-config** commands and your pertinent troubleshooting logs.

## MPLSOAM Messages

This section contains Multiprotocol Label Switching (MPLS) Operations, Administration, and Maintenance (OAM) messages.

### MPLSOAM-3

**Error Message** %MPLSOAM-3-XDR\_COMM: %s: 0x%x 0x%x

**Explanation** The XDR communication module reports an unexpected RP/LC XDR condition encountered in the MPLS OAM software. This condition may result in MPLS OAM FIB subblocks becoming out of synchronization between the RP and the line card. This condition should not affect overall system operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_PACKET Messages

This section contains MPLS packet messages.

### MPLS\_PACKET-3

**Error Message** %MPLS\_PACKET-3-FWDDISABLE: MPLS [chars] forwarding path disabled

**Explanation** The MPLS forwarding plane has been disabled.

**Recommended Action** This log entry is informational only. No action is required.

**Error Message** %MPLS\_PACKET-3-FWDREENABLE: MPLS [chars] forwarding path reenabled

**Explanation** The MPLS forwarding plane has been reenabled.

**Recommended Action** This log entry is informational only. No action is required.

**Error Message** %MPLS\_PACKET-3-LABELCACHE: [chars] [dec] / [dec]

**Explanation** An MPLS label cache error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_PACKET-4

**Error Message** %MPLS\_PACKET-4-NOLFDSB: MPLS packet received on non MPLS enabled interface [chars] L3 type [hex] label {[dec] [dec] [dec] [dec]}

**Explanation** MPLS packets received on an interface are being dropped as the interface is not setup to handle MPLS. This message may appear when an MPLS application is disabled on a interface, and should disappear when the upstream neighbor has reprogrammed its CEF and MPLS entries.

**Recommended Action** If an MPLS application has just been disabled and traffic is flowing, this message is expected and should be ignored. If the message recurs in steady state, the operator should monitor the network for attacks and report the occurrence to Cisco.

## MPLS\_TE Messages

This section contains MPLS Label Switch Path (LSP) Tunnel messages.

### MPLS\_TE-2

**Error Message** %MPLS\_TE-2-ADJ\_WALK\_ERR: [chars]

**Explanation** An error occurred during a bundle adjacency walk.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE-2-BUNDLE\_INSERT: [chars] [chars]

**Explanation** A request for inserting a traffic engineering tunnel bundle failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE-2-UNSUPPORTED\_LINK\_TYPE: [chars]

**Explanation** An unsupported link type was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_TE-3

**Error Message** %MPLS\_TE-3-LSDError: [chars]: [chars] [chars]

**Explanation** A traffic engineering request to the label switching database encountered an unexpected condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_TE\_AUTOMESH Messages

This section contains MPLS Traffic Engineering (TE) Auto-Tunnel Primary and Backup log and error messages.

### MPLS\_TE\_AUTOMESH-5

**Error Message** %MPLS\_TE\_AUTOMESH-5-AUTOTEMPLATE\_HWIDB\_DELETE: Failed to delete hwidb for Auto-Template %d index %d

**Explanation** The deletion of a hardware interface descriptor block (HWIDB) for an auto-template interface failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### MPLS\_TE\_AUTO\_TUN-3

**Error Message** %MPLS\_TE\_AUTO\_TUN-3-UNAVAILABLE: Unexpected data structure access. %s unlocks with count %u, but expected %u (%u failure%s).  
MPLS\_TE\_AUTO\_TUN\_STD\_CONFIRM

**Explanation** MPLS\_TE\_AUTO\_TUN\_STD\_LOCK\_EXPLANATION

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE\_AUTO\_TUN-3-UNAVAILABLE: Unexpected data structure access. %s unlocks with count %u, but not locked (%u failure%s). MPLS\_TE\_AUTO\_TUN\_STD\_CONFIRM

**Explanation** MPLS\_TE\_AUTO\_TUN\_STD\_LOCK\_EXPLANATION

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE\_AUTO\_TUN-3-UNAVAILABLE: Unexpected data structure access. Non-zero lock count %u when %s locks (%u failure%s). MPLS\_TE\_AUTO\_TUN\_STD\_CONFIRM

**Explanation** MPLS\_TE\_AUTO\_TUN\_STD\_LOCK\_EXPLANATION

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_TE\_AUTO\_TUN-4

**Error Message** %MPLS\_TE\_AUTO\_TUN-4-UNAVAILABLE: Removing existing auto tunnels may have failed.%s%s MPLS\_TE\_AUTO\_TUN\_STD\_CONFIRM Use show running-config to confirm expected configuration. Repeat CLI configuration as needed.

**Explanation** The MPLS Traffic Engineering Auto-Tunnel software detected a possible problem removing existing automatic tunnels. It may be necessary to repeat the CLI action that caused the removal and reconfiguration of automatic tunnels.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_TE\_LM Messages

This section contains MPLS TE Link Management messages.

### MPLS\_TE\_LM-3

**Error Message** %MPLS\_TE\_LM-3-LSP\_BAD\_ENCODING\_TYPE: LSP [chars] requesting Encoding Type [[chars]] that is unsupported on interface [chars].

**Explanation** The indicated TE LSP, routed on the indicated interface, requested an encoding type that is unsupported on the interface. The requested value appears in the Generalized Label Request.

**Recommended Action** Verify that the head end originating the TE LSP has a Generalized Label Request that is specifying an encoding type acceptable to the interface in question. If not, alter the head end configuration to request an LSP with an appropriate value, or cause the LSP to be routed on a different interface. If this problem still persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Also provide a topology diagram showing the hops in the LSP, marking each hop with the vendor and software, and identify which hop is the Cisco IOS device issuing the error message.

**Error Message** %MPLS\_TE\_LM-3-LSP\_BAD\_GPID: LSP [chars] requesting G-PID [[chars]] that is unsupported on interface [chars][chars].

**Explanation** The indicated TE LSP, routed on the indicated interface, requested a (Generalized) Payload Identifier unsupported on the interface. The requested value appears in the Label Request and Generalized Label Request.

**Recommended Action** Verify that the head end originating the TE LSP has a Label Request that is specifying a PID acceptable to the interface in question. If not, one possibility is to alter the head end configuration to request an LSP with an appropriate value. Alternatively, if this error is generated at the penultimate hop of an LSP where the endpoint is advertising an implicit-null label (penultimate hop popping is in use), alter the endpoint to advertise an explicit-null label. If this problem still persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at

<http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Also provide a topology diagram showing the hops in the LSP, marking each hop with the vendor and software, and identify which hop is the Cisco IOS device issuing the error message.

**Error Message** %MPLS\_TE\_LM-3-LSP\_BAD\_SWITCHING\_TYPE: LSP [chars] requesting Switching Type [[chars]] that is unsupported on interface [chars].

**Explanation** The indicated TE LSP, routed on the indicated interface, requested a Switching Type that is unsupported on the interface. The requested value appears in the Generalized Label Request.

**Recommended Action** Verify that the head end originating the TE LSP has a Generalized Label Request that is specifying a Switching Type acceptable to the interface in question. If not, alter the head end configuration to request an LSP with an appropriate value, or cause the LSP to be routed on a different interface. If this problem still persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Also provide a topology diagram showing the hops in the LSP, marking each hop with the vendor and software, and identify which hop is the Cisco IOS device issuing the error message.

## MPLS\_TE\_LM-5

**Error Message** %MPLS\_TE\_LM-5-UNAVAILABLE: Clear MPLS TE Link Management counters by %s

**Explanation** The MPLS TE Link Management counters have been cleared

**Recommended Action** LOG\_STD\_NO\_ACTION

## MPLS\_TE\_PCALC-2

**Error Message** %MPLS\_TE\_PCALC-2-UNAVAILABLE: %s %d

**Explanation** A failure at an attempt to alloc memory was detected

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE\_PCALC-2-UNAVAILABLE: %s %i %s

**Explanation** Two nodes have the same stable ip address

**Recommended Action** Find the system that has the duplicate ip address and configure a different one

**Error Message** %MPLS\_TE\_PCALC-2-UNAVAILABLE: %s %i %s

**Explanation** Two nodes have the same stable router id

**Recommended Action** Find the system that has the duplicate router id and configure a different one

**Error Message** %MPLS\_TE\_PCALC-2-UNAVAILABLE: Invalid router id (%i) received from %s in fragment %lu

**Explanation** Received an Invalid Router LSA. LSA should not contain a Router id of zero. The cause of this problem may be misconfiguration, memory corruption or unexpected behaviour on a router

**Recommended Action** Locate the problem router and check the configuration. To determine what is causing this problem, call your Cisco technical support representative for assistance.

**Error Message** %MPLS\_TE\_PCALC-2-UNAVAILABLE: Router id (%i) received from %s in fragment %lu, previously received in fragment %lu

**Explanation** Received Router ID in multiple fragments

**Recommended Action** Locate the problem router and contact your Cisco technical support representative for assistance.

## MPLS\_TE\_PCALC-3

**Error Message** %MPLS\_TE\_PCALC-3-UNAVAILABLE: %s %s

**Explanation** An internal inconsistency was detected when an attempt was made to establish handle received lsa for MPLS TE topology database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE\_PCALC-3-UNAVAILABLE: %s

**Explanation** An internal inconsistency was detected when an attempt was made to establish an MPLS TE tunnel using the MPLS TE path calculation subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_TE\_PCALC-3-UNAVAILABLE: pcalc\_system\_id\_size == 0

**Explanation** An internal inconsistency was detected when an attempt was made to initialize the MPLS TE path calculation system id before the system\_id size is known.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# MPLS\_VPN\_HA Messages

This section contains MPLS HA messages for checkpointing label bindings.

## MPLS\_VPN\_HA-3

**Error Message** %MPLS\_VPN\_HA-3-CF\_GEN\_ERROR: [chars]

**Explanation** A general error occurred related to the MPLS VPN HA client CF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_HA-3-CLIENTREG: [chars]

**Explanation** The MPLS VPN HA failed to register to CF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_HA-3-DBOPERATION: [chars] RD [chars], [IP\_address]/[dec], label [dec]

**Explanation** An error occurred related to an MPLS VPN HA checkpoint database operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_HA-3-SIZEMISMATCH: Label table size ([dec]) mismatch, get label tableid failed.

**Explanation** A mismatch has been detected in the table size of the MPLS VPN HA facility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_VPN\_HA-7

**Error Message** %MPLS\_VPN\_HA-7-LABELFREE: [chars] [dec]

**Explanation** The MPLS VPN label manager failed to free a label.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_HA-7-MALLOCFAIL: [chars]

**Explanation** The MPLS VPN HA facility failed to allocate memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_HA-7-XMITFAIL: [chars], message seq no [dec], current seq no [dec]

**Explanation** The MPLS VPN label manager has failed to deliver a message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPLS\_VPN\_ISSU Messages

This section contains MPLS VPN ISSU client messages.

### MPLS\_VPN\_ISSU-3

**Error Message** %MPLS\_VPN\_ISSU-3-CF\_ERR: [chars] [hex]

**Explanation** An error occurred related to the MPLS VPN ISSU client CF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_ISSU-3-GENERR: [chars]

**Explanation** An error occurred related to the MPLS VPN ISSU client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPLS\_VPN\_ISSU-3-ISSU\_RC\_ERR: [chars] [chars]

**Explanation** An error occurred related to the MPLS VPN ISSU client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPOA-3

**Error Message** %MPOA-3-UNAVAILABLE: %s

**Explanation** A software error has occurred in the multiprotocol-over-ATM server (MPS) software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPOA-3-UNAVAILABLE: %s

**Explanation** A software error has occurred in the multiprotocol-over-ATM client (MPC) software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPOA-3-UNAVAILABLE: %s

**Explanation** A software error has occurred in the multiprotocol-over-ATM subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPOA-4

**Error Message** %MPOA-4-UNAVAILABLE: %s

**Explanation** This is a non-fatal warning from the multiprotocol-over-ATM client (MPC) software, probably the result of an incorrect configuration or operator command. Details about the warning are included in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MPOA-4-UNAVAILABLE: %s

**Explanation** This is a non-fatal warning from the multiprotocol-over-ATM server (MPS) software, probably the result of an incorrect configuration or operator command. Another possible but less likely cause could be an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MPOA-5

**Error Message** %MPOA-5-UNAVAILABLE: %s

**Explanation** A multiprotocol-over-ATM entity was brought up or down. This is only a status message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MPOA-6-UNAVAILABLE: %s

**Explanation** This is a multiprotocol-over-ATM client (MPC) status/information message

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %MPOA-6-UNAVAILABLE: %s

**Explanation** This is a multiprotocol-over-ATM server (MPS) status/information message

**Recommended Action** LOG\_STD\_NO\_ACTION

## MRIB\_PROXY Messages

This section contains Multicast Routing Information Base proxy (MRIB\_PROXY) messages.

### MRIB\_PROXY-2

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_CREPRC\_FAILED: LC in slot [dec] failed to create a required process.

**Explanation** The line card could not create a process to perform delayed IPC initialization. The MFIB will not be started on this line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_GET\_IPC: LC failed allocating IPC buffer which may lead to data loss or inconsistent MFIB states, slot = [dec]

**Explanation** The line card has failed in allocating an interprocessor communication buffer.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_IDB\_MAP: LC failed in mapping interface number [dec]

**Explanation** The line card failed in mapping an interface from the global representation to the local one.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_IPC\_ACK: RP failed in getting Ack for IPC message of type = [dec], status = [dec], error = [chars]

**Explanation** The route processor has failed to get IPC acknowledgement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_IPC\_OPEN: LC in slot [dec] failed to open IPC port to RP, error = [chars]

**Explanation** The line card has failed to open an IPC port towards the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FAILED\_SEND\_LC\_READY: LC in slot [dec] failed to send LC ready to RP, error = [chars]

**Explanation** The line card has failed to send a ready message to the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_FETCH\_FAIL: LC in slot [dec] failed to send an RPC fetch request to the RP: [chars]

**Explanation** The line card attempted to read mroute updates from the route processor but the RPC request failed. The line card MFIB state may now be inconsistent or frozen.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_READY\_NOIPC: LC failed allocating IPC buffer to send LC ready, slot = [dec]

**Explanation** The line card has failed to allocate an interprocessor communication buffer to send the ready message.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %MRIB\_PROXY-2-MRIB\_LC\_UPDATE\_IGNORED: LC in slot [dec] ignored one or more mroute updates

**Explanation** The line card ignored one or more mroute updates because the buffer containing them failed a sanity check. The line card MFIB state may now be inconsistent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_GET\_IPC: RP failed allocating IPC buffer which may lead to data loss or inconsistent MFIB states

**Explanation** The route processor has failed to allocate an interprocessor communication buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_IDB\_MAP: RP failed in mapping interface

**Explanation** The route processor failed to map an interface from the global representation to the local one, or vice versa.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_IPC\_ACK: LC failed in getting Ack for IPC message of type = [dec], status = [dec], error = [chars]

**Explanation** The line card has failed to get an IPC acknowledgement.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_IPC\_CREATE: RP failed in creating IPC port, error = [chars]

**Explanation** The route processor failed to create an MFIB interprocess communications port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_LC\_DIST\_MODE\_INIT\_PROC: RP failed in creating distribute mode init process for a linecard, slot = [dec]

**Explanation** The route processor failed to create a distribute mode initialization process for a line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_LC\_PORT\_INFO: RP failed in creating linecard port info for distributed mode, slot = [dec]

**Explanation** The route processor failed to create line card port information for distributed mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_LC\_PORT\_OPEN: RP failed in opening linecard port info for distributed mode, slot = [dec]

**Explanation** The route processor failed to open line card port information for distributed mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MRIB\_PROXY-2-MRIB\_RP\_FAILED\_RPC\_REPLY: RP failed in sending [chars] reply to a linecard in slot = [dec], IPC error = [chars]. This is normal after linecard removal or reset. At other times, data loss or mroute state inconsistency may result.

**Explanation** The route processor has failed in sending a remote procedure call reply to a line card. This is normal after line card removal or reset. At other times, data loss or mroute state inconsistency may result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MROUTE Messages

This section contains MROUTE messages.

### MROUTE-2

**Error Message** %MROUTE-2-RADIXINIT: Error initializing IP multicast radix for %i

**Explanation** Insufficient memory is available to initialize the IP multicast routing table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### MROUTE-3

**Error Message** %MROUTE-3-IGMP\_LATE\_PROCESS\_ERR: IGMP process is not up yet

**Explanation** An error occurred accessing IGMP process watched queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-IGMP\_NOT\_FOUND: IGMP group [IP address] to delete from interface [chars] not found in VRF [chars]

**Explanation** An inconsistency in maintaining the IGMP cache occurred. The group to be deleted from the interface could not be found in the IGMP cache for the VRF. [IP address] is the IP address in the IGMP group, the first [chars] is the interface, and the second [chars] is the VRF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-IGMP\_TWHEEL\_INIT\_ERR: Error trying to initialize the IGMP timer wheel

**Explanation** An error occurred during the initialization of a timer wheel.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-IGMP\_WAVL\_ERROR: IGMP wavl [chars] failed for group [IP\_address] in interface [chars]

**Explanation** The addition/deletion of igmp group in wavl tree failed.

**Recommended Action** Collect **show tech ipmulticast** command output. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %MROUTE-3-MIDB\_QUEUE\_ERR: Interface %s not in (%i, %i)

**Explanation** The MIDB has the highest expiration timer but was not in the MDB->MIDB.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-NO\_PIM\_NBR: There is no PIM neighbor on this IDB: [chars]

**Explanation** There is no PIM neighbor on the specified IDB. The most probable cause of this error is that PIM is not configured correctly on this interface or on interfaces of the next-hop routers.

**Recommended Action** Check PIM configurations on local and neighbor routers. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-RECUR\_ROUTE\_DEPTH\_ERR: Recursive route lookup has reached its max depth for: [IP\_address]

**Explanation** The recursive route lookup has reached its predefined maximum depth limit.

**Recommended Action** If possible, reduce the number of rounds of next-hop lookup needed for the network address in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-ROUTECOUNT\_ZERO: Multicast route count reached zero

**Explanation** The running count of multicast routes reached zero when it should be non-zero.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-TWHEEL\_DELAY\_ERR: Exceeded maximum delay (%d ms) requested: %d

**Explanation** An attempt was made to schedule a function with a higher delay than the maximum allowed. The function will be scheduled using the maximum delay possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-TWHEEL\_ERR: Timer wheel internal error

**Explanation** A timer wheel internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-TWHEEL\_INIT\_ERR: Trying to re-initialize an already initialized timer wheel

**Explanation** An error occurred while initializing a timer wheel.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-TWHEEL\_INSERT\_ERR: An error occurred after inserting or executing a timer wheel event

**Explanation** An error occurred after inserting or executing a timer wheel event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-TWHEEL\_INT\_ERR: Timer wheel error at interrupt level %d

**Explanation** A timer wheel internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-TWHEEL\_SLOT\_ERR: Timer wheel event:%x slot:%d func:%x unequal to exec slot: %d

**Explanation** The timer wheel event has an inconsistent slot number.

**Recommended Action** Enter the **clear ip mroute** command to delete entries from the IP multicast routing table. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-3-WAVLINIT: Could not initialize WAVL tree for (%i,%i)

**Explanation** The WAVL tree could not be initialized, so the system cannot search for Multicast Interface Data Blocks (MIDBs).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MROUTE-4

**Error Message** %MROUTE-4-INCONSISTENT\_IDB\_TABLEID: PIM detected inconsistency in table-id information on [chars].

**Explanation** The PIM has detected that the interface table ID value is not the same as the value maintained by the multicast code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-4-MROUTELIMIT: Exceeded multicast limit for group %i, source %i on interface %s

**Explanation** The allowed number of multicast routes having the incoming or outgoing interface reached the limit specified by a configured access list. New routes cannot be added unless the interface configuration is changed.

**Recommended Action** If multicast traffic over the interface is of any priority among the traffic carried by this router, then enter the **ip multicast limit** interface command to increase the number of multicast routes. Otherwise, no action is required. Enter the **debug ip mroute limit** command or the **show ip multicast limit** command to learn which multicast interface limit was exceeded.

**Error Message** %MROUTE-4-MTU\_MISMATCH: WARNING: With IP multicast enabled, interfaces which transmit traffic from larger to smaller MTU interfaces may not be hardware switched due to fragmentation. A degradation in performance may occur.

**Explanation** With IP multicast enabled, interfaces that transmit traffic from larger to smaller MTU interfaces may not be hardware switched due to fragmentation. A degradation in performance may occur.

**Recommended Action** Set the MTU values on all interfaces to be identical.

**Error Message** %MROUTE-4-RADIXDELETE: Error trying to delete multicast route entry %i/%d for %i (expected %#x, got %#x)

**Explanation** A route could not be deleted from the routing table.

**Recommended Action** Enter the **clear ip mroute** command to delete entries from the IP multicast routing table. Determine whether the router is low on memory. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-4-RADIXINSERT: Error trying to add multicast route entry %i/%d for %i (expected %#x, got %#x)

**Explanation** A route could not be inserted into the routing table.

**Recommended Action** Enter the **clear ip mroute** command to delete entries from the IP multicast routing table. Determine whether the router is low on memory. If the problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MROUTE-4-REGISTER\_SOURCE\_CONFIG: Removing pim register source configuration for [chars]

**Explanation** The register source interface was deleted, or its IP address was removed, or its VRF forwarding was changed.

**Recommended Action** Check the **ip pim register-source** configuration.

**Error Message** %MROUTE-4-ROUTELIMIT: Current count of %u exceeds multicast route-limit of %d

**Explanation** The number of multicast routes equals the configured maximum allowed. New routes cannot be added unless the configuration is changed.

**Recommended Action** If multicast traffic is of any priority among the traffic carried by this router, then use the **ip multicast route-limit** command to increase the number of multicast routes. Otherwise, no action is required.

**Error Message** %MROUTE-4-ROUTELIMIT\_ATTEMPT: Attempt to exceed multicast route-limit of [dec]

**Explanation** The number of multicast routes equals the configured maximum allowed. New routes cannot be added unless the configuration is changed.

**Recommended Action** If multicast traffic is of any priority among the traffic carried by this router, then enter the **ip multicast route-limit** command to increase the number of multicast routes. Otherwise, no action is required.

**Error Message** %MROUTE-4-ROUTELIMITWARNING: multicast route-limit warning (curr %u threshold %u)

**Explanation** The number of multicast routes reached the configured percentage of the multicast route-limit.

**Recommended Action** Increase the multicast route-limit.

**Error Message** %MROUTE-4-RPF\_LOOKUP\_LOOP: RPF route lookup loop for %i, route %i/%d

**Explanation** A routing loop exists, possibly caused by routers reverse path forwarding to different tables .

**Recommended Action** Check the routing tables used for reverse path forwarding (RPF).

## MROUTE-6

**Error Message** %MROUTE-6-LARGE\_TWHEEL\_DELAY: Exceeded maximum delay (%d ms) requested: %d

**Explanation** An attempt was made to schedule a function with a higher delay than the maximum allowed. The function will be scheduled using the maximum delay possible minus a small delay offset.

**Recommended Action** Check whether a large IGMP query-interval is set. Some timers may refresh periodically to allow for the large delay.

## MSC100\_SPA\_CC Messages

This section contains Cisco 7304 SPA carrier card messages.

### MSC100\_SPA\_CC-0

**Error Message** %MSC100\_SPA\_CC-0-FPGA\_BAY\_ERROR\_EXCEED\_LIMIT: [chars] detected [chars] exceed limit ([dec]) (hardware-status = [hex])

**Explanation** A critical FPGA error was detected on the SPA or carrier card for the specified subslot. The SPA in this subslot has been disabled.

**Recommended Action** Try to reactivate the card using the **hw-module subslot slot-number/subslot-number start** command. If the error persists, enter the **show diag slot-number** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show diag slot-number** output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSC100\_SPA\_CC-0-FPGA\_ERROR: [chars] Slot [dec]: Hardware error detected [[chars]]

**Explanation** A critical FPGA error was detected on the carrier card. The carrier card is deactivated and then an automatic recovery is initiated. If a similar error occurs more than five times within an hour, the carrier card is deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log. Enter the **show diag slot-number** command to gather data that may help identify the cause of the error. If you cannot determine the cause of the

error from the error message text or from the **show diag** *slot-number* output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSC100\_SPA\_CC-0-FPGA\_ERROR\_EXCEED\_LIMIT: [chars] Slot [dec] detected [chars] exceed limit ([dec]) (hardware-status = [hex])

**Explanation** A critical FPGA error was detected on the carrier card. The carrier card is deactivated and then an automatic recovery is initiated. If a similar error occurs more than five times within an hour, the carrier card is deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log. Enter the **show diag** *slot-number* command to gather data that may help identify the cause of the error. If you cannot determine the cause of the error from the error message text or from the **show diag** *slot-number* output, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSC100\_SPA\_CC-0-MISSING\_RP\_FPGA\_SUPPORT: The 7304-MSC-100 in slot [int] has been deactivated because the RP FPGA requires an upgrade.

**Explanation** The MSC-100 SPA carrier card in the specified slot requires a particular version of the RP FPGA. The MSC-100 will be deactivated until this FPGA incompatibility is addressed.

**Recommended Action** Enter the **upgrade fpga all** command to upgrade the RP FPGA. After upgrading the RP FPGA, reactivate the MSC-100 by removing and reinserting the MSC-100.

# MSDP Messages

This section contains Multicast Source Discovery Protocol (MSDP) messages.

## MSDP-3

**Error Message** %MSDP-3-DNS\_ERROR: DNS lookup time out. DNS lookup for ssm mapping will be disabled for 60 sec

**Explanation** DNS source lookup timeout. DNS server not respond to the DNS query, this may be due to DNS server is down. DNS lookup will be stopped for next 60 sec.

**Recommended Action** Disbale DNS ssm mapping till the DNS server come up. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %MSDP-3-NO\_RPF\_NODE: SA message could not be sent to peer [IP\_address]. Expecting RPF node with host address [IP\_address] but found node with host [IP\_address] in the rpf tree.

**Explanation** The reverse path forwarding (RPF) node could not be found while sending a Source-Active (SA) message to the peer. The SA will not be sent in this period.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MSDP-4

**Error Message** %MSDP-4-PKT\_TOO\_BIG: Message size violation on %u-byte packet from %i, discarded

**Explanation** A message larger than the maximum MSDP message size was received. This message could also indicate an internal error.

**Recommended Action** Obtain the manufacturer and the version information of the router that sent the oversize packet. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show version** commands and your pertinent troubleshooting logs.

**Error Message** %MSDP-4-SA\_LIMIT: SA from peer %i, RP %i for (%i, %i) exceeded sa-limit of %d

**Explanation** The number of MSDP SAs exceeds the configured maximum number. SA cache entries cannot be added unless the configuration is changed.

**Recommended Action** If the MSDP SAs come from legitimate sources or RPs, then enter the **ip msdp sa-limit** command to increase the number of SA entries allowed from the subject peer. Otherwise, no action is required.

## MSDP-5

**Error Message** %MSDP-5-PEER\_IS\_SELF: Peering with self (%i)

**Explanation** Multicast Source Discovery Protocol (MSDP) on this device is peering with itself.

**Recommended Action** Check the address of the intended MSDP peer.

**Error Message** %MSDP-5-PEER\_UPDOWN: Session to peer %i going %s

**Explanation** A session to an MSDP peer going up or down.

**Recommended Action** Determine whether the router is low on memory.

**Error Message** %MSDP-5-PEER\_IS\_SELF: Peering with self ([IP\_address])

**Explanation** MSDP peering with ourselves

**Recommended Action** Check the address of the MSDP peer.

## MSPI-1

**Error Message** %MSPI-1-UNAVAILABLE: MSPI-bad configuration, %s

**Explanation** A configuration error was detected.

**Recommended Action** Add or fix the Dial Peer configuration

**Error Message** %MSPI-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## MSPI-2

**Error Message** %MSPI-2-UNAVAILABLE: MSPI-Internal software error, cid=%d, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSPI-2-UNAVAILABLE: MSPI-bad context pointer, %s

**Explanation** A bad context pointer was passed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MSPI-4

**Error Message** %MSPI-4-UNAVAILABLE: MSPI- Bad message received: %s

**Explanation** An unexpected message was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSPI-4-UNAVAILABLE: MSPI- Can't connect to the SMTP server, cid=%d, %s

**Explanation** No connection was created to the specified SMTP server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSPI-4-UNAVAILABLE: MSPI- Could not send data to the SMTP server, cid=%d, %s

**Explanation** A connection was made to the SMTP server, but no data can be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSPI-4-UNAVAILABLE: SMTP- failed %s, %d

**Explanation** A connection attempt to a remote mail server was not successful. This unexpected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION

## MSPI-6

**Error Message** %MSPI-6-UNAVAILABLE: SMTP- opening %s, %d

**Explanation** A connection attempt ...

**Recommended Action** LOG\_STD\_NO\_ACTION

## MSFC2 Messages

This section contains Multilayer Switch Feature Card 2 (MSFC2) messages.

## MSFC2-3

**Error Message** %MSFC2-3-IDB\_INCORRECT\_UNTHROTTLE\_VECTOR: attempting to throttle idb [hex] ([chars]) with enable vector [hex]

**Explanation** An invalid interface enable vector was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MSFC2-3-TOOBIG: Attempt to send giant packet on [chars] ([dec] bytes from [hex], max allowed [dec])

**Explanation** An attempt was made to send an oversized packet. This message typically appears when the Layer 3 switch is not fragmenting packets with a message size larger than 1500 bytes.

**Recommended Action** Increase the interface MTU size.

## MTRIE Messages

This section contains MTRIE messages.

### MTRIE-4

**Error Message** %MTRIE-4-MTRIECORRUPTLEAF: [IP\_address]/[dec] - [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MTRIE-4-MTRIELEAFOPFAIL: [IP\_address]/[dec] - [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MTRIE-4-PLACEALLOC: Failed to allocate place holder

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MUESLIX Messages

This section contains Mx serial ASIC messages.

### MUESLIX-1

**Error Message** %MUESLIX-1-UNAVAILABLE: %s: %s%s: 0x%08x, 0x%08x

**Explanation** Pull the info from the port adaptor to show what error caused the STOPFAIL/STARTFAIL problem.

**Recommended Action** Enable 'debug serial mueslix' debug command. Then collect the 'show tech' and 'show log' information and send them to the technical support representative. After that you can disable the 'debug serial mueslix' command.

**Error Message** %MUESLIX-1-UNAVAILABLE: %s: Start Failed at %s

**Explanation** The Mueslix serial interface is not responding to commands used to initialize it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MUESLIX-1-UNAVAILABLE: %s: Stop Failed at %s

**Explanation** The Mueslix serial board failed to respond to a request to disable an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MUESLIX-1-UNAVAILABLE: %s:Link is brought %s due to clock rate change, threshold configured = %u, received clock rate = %u

**Explanation** The received clock rate is changed from below the threshold configured to above or vice versa..

**Recommended Action** Check the received clock rate from the provider end, if the clock rate falls below the threshold configured

**Error Message** %MUESLIX-1-UNAVAILABLE: MUESLIX slot %d: Init Failed at %s

**Explanation** The Mueslix serial board failed to complete hardware initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MUESLIX-1-UNAVAILABLE: Mueslix microcode down load failed.

**Explanation** The Mueslix serial hardware failed. Hardware could not download microcode into mueslix chip.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MUESLIX-1-UNAVAILABLE: Mx serial (bay %d), Init Failed at %s

**Explanation** The Mx serial port adaptor failed to complete hardware initialization.

**Recommended Action** Try to reseal the PA properly in the system slots. If the error still happens, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of 7500 and the PA as this error will come only if there is a failure in hardware.

**Error Message** %MUESLIX-1-UNAVAILABLE: Mx serial (bay %d): PA down load failed

**Explanation** The Mx serial hardware failed. It could not download its operational microcode.

**Recommended Action** Try to reseal the PA properly in the system slots. If the error still happens, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of RSP and the PA as this error will come only if there is a failure in hardware.

**Error Message** %MUESLIX-1-UNAVAILABLE: Mx serial, %s Start Failed at %s

**Explanation** A software or hardware error occurred. The Mx microcode is not responding to the enable command used to restart the serial interface

**Recommended Action** Enable 'debug serial mueslix' debug command. Then collect the 'show tech' and 'show log' information and send them to the DE team or CSE team. After that you can disable the 'debug serial mueslix' command.

**Error Message** %MUESLIX-1-UNAVAILABLE: Mx serial, %s Stop Failed at %s

**Explanation** A software or hardware error occurred. The Mx microcode is not responding to the disable command used to stop the serial port.

**Recommended Action** Enable 'debug serial mueslix' debug command. Then collect the 'show tech' and 'show log' information and send them to the technical support representative. After that you can disable the 'debug serial mueslix' command.

**Error Message** %MUESLIX-1-UNAVAILABLE: Mx serial: %s TPU halted: cause 0x%2x status 0x%08x shadow 0x%08x

**Explanation** The Mx serial firmware is not in sync with the driver.

**Recommended Action** This conditions will clear by itself. Enable 'debug serial mueslix' debug command. Then collect the 'show tech' and 'show log' information and send them to the DE team or CSE team. After that you can disable the 'debug serial mueslix' command.

## MUESLIX-3

**Error Message** %MUESLIX-3-ERROR: %s

**Explanation** General error information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MUESLIX-3-UNAVAILABLE: %d packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The Mx serial driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Enable 'debug serial mueslix' debug command. Then collect the 'show tech' and 'show log' information and send them to the DE team or CSE team. After that you can disable the 'debug serial mueslix' command.

**Error Message** %MUESLIX-3-UNAVAILABLE: %s

**Explanation** General error information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MUESLIX-3-UNAVAILABLE: Mx serial (bay %d): Device reported %#x

**Explanation** The system hardware failed. A non-Mx serial device pointed at the Mx serial software.

**Recommended Action** Check the system configuration for the failure in the bay number that is reported in the error message. If it is not a mueslix based PA, then contact the appropriate component to which that PA belongs. If it is a mueslix based PA, then try to reseal the PA once again and if the error still comes, then collect the 'show tech' and 'show log' information at the time of this problem and send it to the technical support representative

**Error Message** %MUESLIX-3-UNAVAILABLE: Mx serial (bay %d): Interface found: %d

**Explanation** The system couldn't able to recognize all the Mueslix devices that are there on the system

**Recommended Action** Try to reseat the PA properly in the system slots. If the error is still happening, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of RSP and the PA as this error will come only if there is a failure in hardware.

**Error Message** %MUESLIX-3-UNAVAILABLE: Unit %d, buffer ownership error, pak = 0x%x

**Explanation** The Mueslix serial driver detected that the transmit ring is in an inconsistent state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MUESLIX-4

**Error Message** %MUESLIX-4-UNAVAILABLE: %s %s

**Explanation** User has changed the dsu bandwidth using DS3 remote management commands. This won't change the user configured dsu bandwidth

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## MVR\_RP Messages

**Error Message** %MVR\_RP-3-OPER\_PORT\_SET\_FAILED: MVR port operational type setting failed. Reason: %d

**Explanation** MVR source/receiver port operational type setting on SP failed because of failure on SP or ICC failure.

**Recommended Action** Unconfigure MVR type from this switchport and configure it back

**Error Message** %MVR\_RP-6-RCVR\_ACCESS\_PORTMODECHNG: %s MVR type receiver on %s, this access port %s MVR vlan

**Explanation** MVR type receiver should not be configured on a MVR vlan port. Since this port is configured as dynamic auto/desirable and due to mode change in the neighboring switch the operational switchport mode on this switch has become access and the corresponding vlan is MVR vlan

**Recommended Action** Either unconfigure MVR type receiver from this switchport or change the access vlan to non-MVR vlan

**Error Message** %MVR\_RP-6-RCVR\_TRUNK\_PORTMODECHNG: %s MVR type receiver on %s, MVR type receiver should not be configured on trunk ports

**Explanation** MVR type receiver should not be configured on a trunk port. Since this port is configured as dynamic auto/desirable and due to mode change in the neighboring switch the operational switchport mode on this switch has become trunk, MVR type receiver should be disabled

**Recommended Action** Either unconfigure MVR type receiver from this switchport or change the mode to access and vlan to non-MVR vlan

**Error Message** %MVR\_RP-6-SRC\_ACCESS\_PORTMODECHNG: %s MVR type source on %s, this access port %s MVR vlan

**Explanation** MVR type source should not be configured on a non-MVR vlan port. Since this port is configured as dynamic auto/desirable and due to mode change in the neighboring switch the operational switchport mode on this switch has become access and the corresponding vlan is non-MVR

**Recommended Action** Either unconfigure MVR type source from this switchport or change the access vlan to MVR vlan

**Error Message** %MVR\_RP-6-SRC\_TRUNK\_PORTMODECHNG: %s MVR type source on %s, this trunk port allowed vlans %s MVR vlan

**Explanation** MVR type source should not be configured on a non-MVR vlan port. Since this port is configured as dynamic auto/desirable and due to mode change in the neighboring switch the operational switchport mode on this switch has become trunk and the corresponding vlan range does not contain MVR vlan

**Recommended Action** Either unconfigure MVR type source from this switchport or change the trunk allowed vlan range to include MVR vlan

## MVRP Messages

This section contains Multicast VLAN Registration Protocol (MVRP) messages.

## MVRP-3

**Error Message** %MVRP-3-ADD\_REGISTRY\_FAILED: MVRP subsystem fails to add callback function %s

**Explanation** Another subsystem has mistakenly added its own callback functions. This message is for debugging purposes.

**Recommended Action** No action is required.

**Error Message** %MVRP-3-ENABLE\_FAILED: MVRP can't be enabled because %s

**Explanation** Multicast VLAN Registration Protocol (MVRP) cannot be enabled for the specified reason.

**Recommended Action** Take action according to the specified reason. For example, if the failure is due to insufficient memory, add more memory to the system.

**Error Message** %MVRP-3-HA\_INIT\_FAILED: MVRP High Availability subsystem fails to be initialized and hence MVRP won't support HA stateful switchover.

**Explanation** The MVRP CF client or the MVRP RF client failed to initialize.

**Recommended Action** Enter the **show redundancy clients** command and the **show checkpoint clients** command to learn which client was not initialized.

**Error Message** %MVRP-3-SUBSYS\_INIT\_FAILED: MVRP subsystem failed in initialization(%s) and MVRP won't function properly.

**Explanation** MVRP could not initialize, probably due to insufficient memory. Other accompanying system messages may provide further information about the failure.

**Recommended Action** Enter the **show memory summary** command to check the memory usage. Contact the TAC with the output of the **show memory summary**, **show version**, and **show run** commands and the associated syslog messages from the time of the problem.

## MVRP-6

**Error Message** %MVRP-6-MODECHANGE: The operating mode is changed to %s mode on interface %s.

**Explanation** As a result of protocol negotiation, the operating mode changed to the specified mode on the specified interface.

**Recommended Action** No action is required.

## MVRP\_CONST Messages

This section contains MVRP messages on Constellation platforms.

### MVRP\_CONST-3

**Error Message** %MVRP\_CONST-3-MAC\_MATCH\_REG\_FAILED: Unable to reserve needed MAC match register - cannot run MVRP on interfaces of slot %d

**Explanation** Multicast VLAN Registration Protocol (MVRP) attempted to reserve a MAC match register for the slot indicated, but there is no dedicated register or programmable register available. MVRP cannot be activated on interfaces of this card.

**Recommended Action** Disable conflicting protocols that use the MAC match register or use a different card type that supports MVRP.

### MVRP\_CONST-6

**Error Message** %MVRP\_CONST-6-FEATURE\_CONFLICT: Failed to enable MVRP on %s because conflicting feature %s is enabled on the interface

**Explanation** MVRP could not be enabled on the given interface because of conflicting features. For example, unknown unicast flood blocking(UUFB) and MVRP cannot be enabled on the same interface.

**Recommended Action** If MVRP is required on the interface, enter the **show running-config interface** command to investigate whether incompatible features are enabled on the interface.

**Error Message** %MVRP\_CONST-6-MAC\_LEARNING: MAC learning on VLAN %s is %s

**Explanation** If only two MVRP ports are forwarding and not pruned in a VLAN, MVRP will disable MAC learning on that VLAN in order to save room in the MAC table, which is a limited system-wide resource.

**Recommended Action** No action is required.

**Error Message** %MVRP\_CONST-6-MAC\_LRN\_SETTING\_FAILED: Failed to %s MAC learning on VLAN %s

**Explanation** MVRP failed to enable or disable MAC learning on the given VLAN, probably because MAC learning was already configured on the VLAN by the administrator.

**Recommended Action** To determine the status of MAC learning on the VLAN, enter the **show mac-address-table learning** command.

# MVRP\_ISSU Messages

This section contains MVRP in-service software upgrade messages.

## MVRP\_ISSU-2

**Error Message** %MVRP\_ISSU-2-GET\_BUFFER: MVRP ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Multicast VLAN Registration Protocol (MVRP) ISSU client was unable to reserve buffer space for building a negotiation message. As a result, the negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-2-INIT: MVRP ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The MVRP ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-2-SEND\_NEGO\_FAILED: MVRP ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The MVRP ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-2-SESSION\_NEGO: MVRP ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** The MVRP ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-2-SESSION\_REGISTRY: MVRP ISSU client failed to register session information. Error: %d (%s)

**Explanation** The MVRP ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## MVRP\_ISSU-3

**Error Message** %MVRP\_ISSU-3-INVALID\_SESSION: MVRP ISSU client does not have a valid registered session.

**Explanation** The Multicast VLAN Registration Protocol (MVRP) ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-3-MSG\_NOT\_OK: MVRP ISSU client 'Message Type %d' is not compatible

**Explanation** The MVRP ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-3-MSG\_SIZE: MVRP ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The MVRP ISSU client was unable to calculate the MTU for the specified message. As a result, the MVRP ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-3-SESSION\_UNREGISTRY: MVRP ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The MVRP ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %MVRP\_ISSU-3-TRANSFORM\_FAIL: MVRP ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The MVRP ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the MVRP state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## MVRP\_SWITCH Messages

This section contains MVRP messages on switch platforms.

### MVRP\_SWITCH-6

**Error Message** %MVRP\_SWITCH-6-IGNORE\_USER\_CONFIG: The user configured list of pruned VLANs on interface %s is ignored as MVRP will prune VLANs dynamically.

**Explanation** The **switchport trunk pruning vlan** command is used by VTP pruning to prune VLANs numbered from 1 to 1001 only. This configuration command does not apply to MVRP, which prunes all 4096 VLANs. The command will be ignored.

**Recommended Action** No action is required.

**Error Message** %MVRP\_SWITCH-6-VLAN\_CREATED: MVRP created VLANs %s on this device

**Explanation** MVRP has created the specified VLANs. MVRP can create VLANs dynamically if the feature is enabled with the **mvrp vlan create** command.

**Recommended Action** No action is required.

### MXT\_FREEDM-1

**Error Message** %MXT\_FREEDM-1-UNAVAILABLE: 8PRI/4T board slot %d: Firmware download failed.

**Explanation** Failed to download firmware into 8PRI/4T board

**Recommended Action** Power Cycle the router. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MXT\_FREEDM-1-UNAVAILABLE: 8PRI/4T board slot %d: Firmware sent a HALT interrupt.

**Explanation** Double bus fault occurred in the 8PRI/4T board firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MXT\_FREEDM-1-UNAVAILABLE: Invalid Shared Memory size detected

**Explanation** Current shared memory present in the box is not supported

**Recommended Action** Replace the Shared Memory by the supported configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MXT\_FREEDM-1-UNAVAILABLE: PCI-DBUS Bridge in slot %d Failure: %s

**Explanation** Internal error occurred in 8PRI/4T board

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## MVR\_RP Messages

This section contains Multicast VLAN Registration (MVR) route processor messages.

## MVR\_RP-3

**Error Message** %MVR\_RP-3-OPER\_PORT\_SET\_FAILED: MVR port operational type setting failed. Reason: [dec]

**Explanation** A failure occurred while setting the MVR source or receiver port operational type on the switch port. The cause was either a failure on the switch port or an ICC failure.

**Recommended Action** Unconfigure the MVR type from this switch port and reconfigure it.

## MVR\_RP-6

**Error Message** %MVR\_RP-6-RCVR\_ACCESS\_PORTMODECHNG: [chars] MVR type receiver on [chars], this access port [chars] MVR vlan

**Explanation** An MVR type receiver should not be configured on a MVR VLAN port. Because this port is configured as dynamic auto/desirable, and due to a mode change in the neighboring switch, the operational switchport mode on this switch has become access and the corresponding VLAN is an MVR VLAN.

**Recommended Action** Either unconfigure MVR type receiver from this switch port or change the access VLAN to a non-MVR VLAN.

**Error Message** %MVR\_RP-6-RCVR\_TRUNK\_PORTMODECHNG: [chars] MVR type receiver on [chars], MVR type receiver should not be configured on trunk ports

**Explanation** An MVR type receiver should not be configured on a trunk port. Because this port is configured as dynamic auto/desirable, and due to a mode change in the neighboring switch, the operational switch port mode on this switch has become trunk. MVR type receiver should be disabled.

**Recommended Action** Either unconfigure MVR type receiver from this switch port or change the mode to access and change the VLAN to a non-MVR VLAN.

**Error Message** %MVR\_RP-6-SRC\_ACCESS\_PORTMODECHNG: [chars] MVR type source on [chars], this access port [chars] MVR vlan

**Explanation** MVR type source should not be configured on a non-MVR VLAN port. Because this port is configured as dynamic auto/desirable, and due to mode change in the neighboring switch, the operational switch port mode on this switch has become access and the corresponding VLAN is non-MVR.

**Recommended Action** Either unconfigure MVR type source from this switch port or change the access VLAN to an MVR VLAN.

**Error Message** %MVR\_RP-6-SRC\_TRUNK\_PORTMODECHNG: [chars] MVR type source on [chars], this trunk port allowed vlans [chars] MVR vlan

**Explanation** MVR type source should not be configured on a non-MVR VLAN port. Because this port is configured as dynamic auto/desirable, and due to mode change in the neighboring switch, the operational switch port mode on this switch has become trunk and the corresponding VLAN range does not contain the MVR VLAN.

**Recommended Action** Either unconfigure MVR type source from this switch port or change the trunk allowed VLAN range to include the MVR VLAN.

## MWAM Messages

This section contains Multiprocessor WAN Application Module (MWAM) messages.

**Error Message** %MWAM-4-FAILED\_FILE\_SYNC: Failure creating or synchronizing MWAM configuration file to standby: [chars], [chars]

**Explanation** The active supervisor engine has failed to copy an MWAM configuration file from bootflash: to slavebootflash:. The standby supervisor engine will not be up to date with the MWAM configuration files if a switchover occurs.

**Recommended Action** Verify that there is space available on the bootflash: and slavebootflash: devices. It may be necessary to compress either or both devices to recover space used by deleted or overwritten files. After taking these actions, a new attempt to synchronize files can be started either by resetting the standby supervisor engine or by configuring **no mwam bootflash access** followed immediately by **mwam bootflash access**. If these actions do not resolve the issue, obtain the output from the following commands:

- **dir bootflash:**
- **dir slavebootflash:**
- **show bootflash:**
- **show slavebootflash:**

If possible, set **debug mwam all** on the active supervisor engine, and then reset the standby supervisor engine with the **hw-module module slot reset** command, capturing the debug information that appears on the active supervisor engine console. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %MWAM-4-FAILED\_TASK\_INIT: Failed to start a required task: [chars], [chars]

**Explanation** A necessary process failed to be created.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NATMIB\_HELPER Messages

This section contains Network Address Translator (NAT) MIB helper messages.

### NATMIB\_HELPER-3

**Error Message** %NATMIB\_HELPER-3-NOCREAT: NATMIB Helper Process not created - NAT MIB will not work properly

**Explanation** An attempt to start the NATMIB helper process failed when the NATMIB subsystem was initialized. The NATMIB helper process could not be created. This condition might be caused by a lack of memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. Reload the system after reconfiguring it.

## NBAR Messages

This section contains network-based application recognition (NBAR) messages.

### NBAR-1

**Error Message** %NBAR-1-UNAVAILABLE: Nodes size mismatch between parsing and sending:%s

**Explanation** Failure during the distribution of NBAR graph nodes from the route processor to the linecards. Failure is related to node size changes between parsing and sending phase

**Recommended Action** Disable nbar protocols

**Error Message** %NBAR-1-UNAVAILABLE: Reached maximum amount of memory allocated for stile

**Explanation** This platform allows NBAR to use a limited amount of memory for classification and that amount has been used up because of high traffic conditions.

**Recommended Action** Increase amount of memory in router.

**Error Message** %NBAR-1-UNAVAILABLE: link-next not NULL when allocated. link-next = %s

**Explanation** An attempt was made to get a link from the free bucket which is pointing to another resource. Links within the free bucket should be NULL, therefore this link is corrupted and should not be used

**Recommended Action** Configure the router with the **ip nbar resources** to allocate a larger initial pool of resources.

**Error Message** %NBAR-1-UNAVAILABLE: link-prev not NULL when allocated. link-prev = %s

**Explanation** An attempt was made to get a link from the free bucket which is pointing to another resource. Links within the free bucket should be NULL, therefore this link is corrupted and should not be used

**Recommended Action** Configure the router with the **ip nbar resources** to allocate a larger initial pool of resources.

## NBAR-2

**Error Message** %NBAR-2-UNAVAILABLE: Failure in the heuristic subsystem of NBAR: %s

**Explanation** Failure during the distribution of NBAR heuristic data structures from the route processor to the linecards.

**Recommended Action** Disable heuristic protocols

**Error Message** %NBAR-2-UNAVAILABLE: Memory for maintaining state used up

**Explanation** NBAR uses memory to maintain state information about stateful flows. There is a maximum limit on how much memory NBAR can use for this purpose and this limit has been reached.

**Recommended Action** Increase memory on platform

**Error Message** %NBAR-2-UNAVAILABLE: NBAR resource manager : too many buckets (%d)

**Explanation** NBAR was configured such that the internal data structures needed to maintain stateful protocol information were too large.

**Recommended Action** Configure the router with the **ip nbar resources** with a smaller max-idle time.

**Error Message** %NBAR-2-UNAVAILABLE: NBAR resources exhausted

**Explanation** In order to save stateful information on protocols, NBAR must use dynamic resources. These resources have been exhausted.

**Recommended Action** Configure the router with the **ip nbar resources** to allocate a larger initial pool of resources. The default number of initial resources is 10000. Also try configuring a shorter max-idle time.

**Error Message** %NBAR-2-UNAVAILABLE: No memory available for %s

**Explanation** An attempt at memory allocation failed.

**Recommended Action** Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## NETCONF Messages

This section contains network configuration protocol (NETCONF) messages.

### NETCONF-3

**Error Message** %NETCONF-3-MEMORY: %s

**Explanation** The network configuration protocol (NETCONF) subsystem was unable to reserve the required memory to complete this operation.

**Recommended Action** Check the system memory for memory allocation errors. Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## NETWORK\_CLOCK\_SYNCHRONIZATION

**Error Message** %NETWORK\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: Network clock %s PLL lost lock - clock source failed.

**Explanation** The clock source has failed.

**Recommended Action** If alternate source is available, it will be used.

**Error Message** %NETWORK\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: Network clock source initialised to local oscillator.

**Explanation** Warning indicates that network clock used will be internal.

**Recommended Action** No action is required.

**Error Message** %NETWORK\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: Network clock source transitioned from Priority %d %s %s to Priority %d %s %s

**Explanation** This warning message indicates a change in the clock source.

**Recommended Action** No action required.

## NETFLOW\_AGGREGATION Messages

This section contains NetFlow Aggregation (NETFLOW\_AGGREGATION) messages.

### NETFLOW\_AGGREGATION-3

**Error Message** %NETFLOW\_AGGREGATION-3-FLOWMASK\_CONFLICT: Netflow [chars] cannot set the required flowmask

**Explanation** The NetFlow aggregation flow mask conflicts with other features.

**Recommended Action** If NetFlow Data Export is configured, increase the size of the NDE flow mask to VLAN full flow by entering the **mls flow ip interface-full** command, and then reconfigure the NetFlow aggregation scheme. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NETFLOW\_AGGREGATION-4

**Error Message** %NETFLOW\_AGGREGATION-4-NO\_TOS\_AGGR: Disable hardware switching to enable [chars]

**Explanation** NetFlow does not currently support ToS-based aggregation schemes for hardware-switched flows.

**Recommended Action** If ToS-based aggregation is required, disable hardware switching.

**Error Message** %NETFLOW\_AGGREGATION-4-OER\_AGG\_EXPORT\_ERROR: OER Error [chars]

**Explanation** An error occurred in receiving an Optimized Edge Routing (OER) aggregation export packet.

**Recommended Action** Disable OER monitor prefix aggregation.

## NETFLOW\_AGGREGATION-6

**Error Message** %NETFLOW\_AGGREGATION-6-OER\_MLS\_LONG\_AGING: MLS long aging time modified by OER to [dec]

**Explanation** OER modified the long aging time to a value that may be different from the configured value.

**Recommended Action** No action is required.

## NETWORK\_PORT\_SATELLITE Messages

This section contains network port satellite messages.

### NETWORK\_PORT\_SATELLITE-3

**Error Message** %NETWORK\_PORT\_SATELLITE-3-PHY\_LOCKUP: Repeated phy lockup seen on [chars]. Interface will be shut down.

**Explanation** The physical interface has locked up an excessive number of times. To avoid the interface becoming active, and then quickly becoming inactive numerous times (link flapping), the interface has been shut down.

**Recommended Action** To reenab the interface, enter the **shutdown** command, followed by the **no shutdown** command in interface configuration mode, to shut down and restart the interface.

## NETWORK\_PORT\_SATELLITE-6

**Error Message** %NETWORK\_PORT\_SATELLITE-6-UNAVAILABLE: Transmit lock up is detected in %s. This port is administratively down.

**Explanation** When the PHY is powered on and off, the MAC cycles from Gigabit to 100, and the port might lock up and stop sending packets. The PHY refers to the physical layer device on the switch, which sends and receives optical signals and provides framing and line integrity.

**Recommended Action** Shut down the port by using the shutdown interface configuration command, and bring it back up by using the no shutdown interface configuration command

## NETWORK\_RF\_API Messages

This section contains network redundancy feature API (NETWORK\_RF\_API) messages.

### NETWORK\_RF\_API-3

**Error Message** %NETWORK\_RF\_API-3-CLIENT\_REGISTER\_FAIL: Failed to register with [chars], rc =[dec]

**Explanation** A redundancy client could not be registered. An internal failure associated with client registration occurred in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-FAILDECODEDATADESC: Cannot decode data descriptor for [chars], descriptor type=[dec]

**Explanation** An internal data descriptor could not be decoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output, if it is a nonzero value, identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-FAILDECODEDATADESCINSTDBY: Cannot decode data descriptor in Standby for [chars], descriptor type=[dec]

**Explanation** An internal data descriptor could not be decoded in the standby unit. The message identifies the interface or controller that caused the decoding failure in the standby unit. This interface was encoded in the active unit but could not be decoded in the standby unit. The failure is probably caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-FAILENCODEDATADESC: Cannot encode data descriptor for [chars], descriptor type=[dec]

**Explanation** An internal data descriptor could not be encoded for synchronization for the interface or controller in the run-time module specified in the message output. The failure most likely occurred because of a software error. The descriptor type specified in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-FAILSENDMSGTOACTIVE: Failed to send [chars] message to active for [chars], [chars]

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the active unit in the specified run-time module. The failure most likely occurred because of a software error. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-FAILSENDMSGTOSTDBY: Failed to send [chars] message to standby for [chars], rc=[dec]

**Explanation** The specified synchronization message, which is an internal IPC message, could not be sent to the standby unit in the specified run-time module. The failure most likely occurred because of a software error. The numeric error code in the message output identifies the type of failure. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-INVALID\_CHKPT\_STATUS\_CODE: Invalid checkpointing status code received, rc=[dec]

**Explanation** An invalid checkpoint status code has been detected. An internal status code that is associated with checkpointing was found to be invalid. The return code that is specified in the message output identifies the invalid code that was detected. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-INVALID\_MSG\_RECEIVED: Invalid [chars] message received

**Explanation** A message that is used for state synchronization was not received correctly. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-IPC: [chars] [chars]

**Explanation** An interprocess communication (IPC) error has occurred. Additional details on the cause of the error are specified in the message text on the console or in the system log.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show tech-support ipc** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-ISSU\_MSG\_MTU\_INVALID: The ISSU message MTU is invalid: [chars]

**Explanation** A message buffer size that is used for state synchronization was found to be invalid. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-ISSU\_MSG\_TYPE\_INCOMPAT: The active and standby ISSU message types are incompatible

**Explanation** An incompatible message was used for state synchronization. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-ISSU\_REG\_SES\_INFO: Failed to register ISSU session information: [chars]

**Explanation** The system failed to register the ISSU session information required to complete version exchange between the active and standby units. The failure most likely occurred because of a software error. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-ISSU\_START\_NEGO\_SES: Failed to start ISSU session: [chars]

**Explanation** The system failed to start the ISSU negotiation session required to complete version exchange between the active and standby units. The failure most likely occurred because of a software error. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-ISSU\_TRANSFORM\_FAIL: The ISSU message [chars] transformation failed: [chars]

**Explanation** A message that is used for state synchronization could not be transformed correctly. An internal data structure for a message could not be retrieved. The failure most likely occurred because of a software error. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-ISSU\_UNREG\_SES\_INFO: Failed to register ISSU session information: [chars]

**Explanation** The system failed to unregister the ISSU session information required to complete version exchange between the active and standby units. The failure most likely occurred because of a software error. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-NO\_CHKPT\_BUFFER: No checkpointing buffer for [chars], rc=[dec]

**Explanation** A message data buffer that is used for state synchronization could not be obtained. An internal data structure could not be allocated for synchronization in the run-time module specified in the message output. The return code that is specified in the message output identifies the type of failure. The failure most likely occurred because of a software error or a lack of system memory. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-NO\_MSG\_BUFFER: No message buffer for [chars]

**Explanation** A message data buffer that is used for state synchronization could not be obtained. An internal data structure could not be allocated for synchronization in the run-time module specified in the message output. The failure most likely occurred because of a software error or a lack of system memory. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NETWORK\_RF\_API-3-NO\_RESOURCES: [chars]

**Explanation** A run-time module could not obtain the resources that are required to complete a task. The failure most likely occurred because of a software error or a lack of system memory. Additional details on the cause of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NET\_SERV-4

**Error Message** %NET\_SERV-4-UNAVAILABLE: Unexpected condition: %s

**Explanation** An unexpected condition was detected while performing a services timer operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NET\_SERV-4-UNAVAILABLE: Unexpected error: %s

**Explanation** An unexpected error occurred while performing a services timer operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NETWORK\_RF\_API-6

**Error Message** %NETWORK\_RF\_API-6-IDB\_TRANSITIONS\_PENDING: Switchover terminated with [dec] transitions pending after there was no transition activity for [dec] seconds

**Explanation** The system terminated the switchover IDB transitioning phase with a number of IDB transitions still pending because no switchover-related IDB transitions were logged during the specified time interval. Some connected routes may experience a temporary loss of traffic.

**Recommended Action** No action is required.

## NHRP Messages

This section contains Next Hop Resolution Protocol (NHRP) messages.

**Error Message** %NHRP-3-TIMERLOOP: Timer process looping ([dec] / [dec] / [dec] / [dec] / [dec] / [dec]) .

**Explanation** The process that handles timer events is looping, possibly on a malfunctioning timer event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NHRPSNMP Messages

**Error Message** %NHRPSNMP-3-TREEINVALID: Setting tree to Invalid State @ - (%d)

**Explanation** NHRP SNMP agent tree is not behaving as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NHRPSNMP-5-TREERECOVERD: Tree recovered fromInvalid State @ - (%d)

**Explanation** NHRP SNMP agent tree is not behaving as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NIM-2

**Error Message** %NIM-2-UNAVAILABLE: All hardware addresses have been allocated - maximum of %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NIM-2-UNAVAILABLE: Attempted to manipulate uninitialized ichainQ in %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NIM-2-UNAVAILABLE: Couldn't find idb 0x%x in ichainQ in %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %NIM-2-UNAVAILABLE: Illegal reference to non-existent slot %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NIM-2-UNAVAILABLE: Illegal reference to non-existent subunit %d in slot %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NIM-2-UNAVAILABLE: Unsupported %s NIM in slot %d

**Explanation** The indicated NIM is not supported on this platform.

**Recommended Action** Remove the NIM.

**Error Message** %NIM-2-UNAVAILABLE: Unsupported version of %s NIM in slot %d Version 0x%x

**Explanation** The indicated network interface module (NIM) is not supported because it is not of the correct revision. Certain platforms (Cisco 4500 or Cisco 4700, for example) require some NIMs to be of a minimum rev level.

**Recommended Action** Upgrade the NIM to the proper level.

**Recommended Action**

## NMSP Messages

**Error Message** %NMSP-3-INIT\_FAIL: NMSP process failed to initialize

**Explanation** NMSP process failed to initialize and cannot accept incoming NMSP messages

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NMSP-3-INIT\_SPI: NMSP SPI process %s failed reason %d

**Explanation** NMSP SPI process failed to initialize and cannot forward NMSP messages to WCM

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP Messages

This section contains Network Processor messages.

### NP-2

**Error Message** %NP-2-BADREAD: Read failed for [chars] on NP [dec] .

**Explanation** There was a read error on the file during the microcode image load.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP-2-HDRCORRUPT: Microcode header has been corrupted, expected [hex], got [hex].

**Explanation** Network Processor microcode appears to be corrupted. This could be due to an already corrupted image or, less likely, a software problem.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP-2-INVALID: Corrupted microcode retrieved from the image bundle for NP [dec].

**Explanation** The retrieved microcode appears to be corrupted.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP-2-NONEXIST: Could not open or file does not exist [chars] for NP [dec].

**Explanation** There is a possibility that the Network Processor microcode may not be bundled into the image correctly or a software error occurred that prevented locating the microcode.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP-2-RESTARTED: NP [dec] restarted.

**Explanation** Network Processor has been restarted, either manually or by a microcode reload, or as a result of an exception.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support**

command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP-2-WRONGHARD: The microcode type does not match, expected [hex], got [hex].

**Explanation** There is a possibility the images has been corrupted or, less likely, an incorrect microcode set is bundled into the image.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP-2-WRONGMAGIC: Microcode section contains invalid magic for NP [dec].

**Explanation** Network Processor microcode appears to mismatch the ucode hdr type. This could be due to an already corrupted image or a read error on the file during the downloading on the NP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## NP-3

**Error Message** %NP-3-UNAVAILABLE: %s queue is full for Slot %d, DFC %d, Module %d.

**Explanation** TX queue is full for this module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP-3-UNAVAILABLE: Control buffer pool could not be created

**Explanation** NextPort driver could not create the control buffer pool required for tx and rx of NP control messages

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP-3-UNAVAILABLE: DFC Reset-Cleared Failed - DFC %d

**Explanation** DFC Reset-Cleared Failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP-3-UNAVAILABLE: Message Id %x not supported.

**Explanation** The Nextport does not supported this control message id.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP-3-UNAVAILABLE: NAK Response Received - command 0x%x, result code 0x%x, msg id 0x%x, session id 0x%x, msg tag 0x%x

**Explanation** A NAK response was sent by the NextPort module.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %NP-3-UNAVAILABLE: Slot %d, DFC %d, Module %d not exist.

**Explanation** No Virtual Console opens for this module.

**Error Message** Copy the error message exactly as it appears, and report it to your technical support representative.

## NP-5

**Error Message** %NP-5-RESTARTEDALL: All NPs have been restarted.

**Explanation** All Network Processors have been restarted, either manually or by a microcode reload, or as a result of an exception.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## NP\_BS-2

**Error Message** %NP\_BS-2-UNAVAILABLE: DFC in slot %d does not have three NP108s!

**Explanation** DFC does not have three NP108s which is an illegal configuration

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: %s

**Explanation** Failed NextPort BootStrap and Crash Monitor Initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: %s

**Explanation** NextPort BootStrap and Crash Monitor Could not allocate memory for internal module database

**Recommended Action** No action is required.

**Error Message** %NP\_BS-3-UNAVAILABLE: %s nonexistent NP module %d/%d/%d

**Explanation** NextPort BootStrap and Crash Monitor detected an internal database error

**Recommended Action** No action is required.

**Error Message** %NP\_BS-3-UNAVAILABLE: Failed to access NextPort module %d/%d/%d crash info

**Explanation** NextPort BootStrap and Crash Monitor failed to access crash information

**Recommended Action** No action is required.

**Error Message** %NP\_BS-3-UNAVAILABLE: Invalid NextPort Firmware for %d/%d/%d

**Explanation** NextPort BootStrap and Crash Monitor detected an invalid NextPort firmware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NULL NextPort Firmware pointer for %d/%d/%d

**Explanation** NextPort BootStrap and Crash Monitor detected aNULL NextPort firmware pointer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NextPort Module %d/%d/%d control queue creation failure

**Explanation** NextPort BootStrap and Crash Monitor detected ancontrol queue creation failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NextPort Module %d/%d/%d detected a module POST failure 0x%x

**Explanation** NextPort BootStrap and Crash Monitor detected ana module POST failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NextPort Module %d/%d/%d detected an invalid IDT

**Explanation** NextPort BootStrap and Crash Monitor detected an invalid IDT

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NextPort Module %d/%d/%d failed firmware image validation

**Explanation** NextPort BootStrap and Crash Monitor detected a failed NextPort firmware CRC validation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NextPort Module %d/%d/%d memory test failed

**Explanation** NextPort BootStrap and Crash Monitor detected a failed NextPort module memory test

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_BS-3-UNAVAILABLE: NextPort module %d/%d/%d failed to respond to keepalive message

**Explanation** NextPort BootStrap and Crash Monitor detected a module failed to respond to keepalive message

**Recommended Action** No action is required.

## NP\_BS-6

**Error Message** %NP\_BS-6-UNAVAILABLE: NextPort module %d/%d/%d Started - %d.%d.%d.%d

**Explanation** NextPort BootStrap and Crash Monitor successfully started module

**Recommended Action** No action is required.

**Error Message** %NP\_BS-6-UNAVAILABLE: NextPort module %d/%d/%d Stopped

**Explanation** NextPort BootStrap and Crash Monitor stopped module

**Recommended Action** No action is required.

## NP\_CLIENT Messages

This section contains NextPort (NP) client messages.

### NP\_CLIENT-2

**Error Message** %NP\_CLIENT-2-FATAL: NP Client %s : %s (%d, %d)

**Explanation** NP Client software detected a critical programming error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_CLIENT-3

**Error Message** %NP\_CLIENT-3-ALLEXISTS: NP Client Previously Defined Software Element  
- %s: %s %s

**Explanation** The NP Client has detected a previously defined software element.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-INITFAIL: NP Client Initialization Failed - [chars]:  
[chars] [chars]

**Explanation** The NP client could not initialize memory needed to service one or more network processors. This error may indicate that an incompatibility exists between the NP firmware and the associated Cisco IOS image.

**Recommended Action** Attempt to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-INTF: [chars] ([chars]) on [chars] - [chars]  
if\_number=[dec]

**Explanation** The interface NP client detected an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-MAXEXCEED: NP Client Max Services Exceeded - [chars]: [chars] [chars]

**Explanation** The maximum number of NP client services has been exceeded.

**Recommended Action** Change the configuration to reduce the number of services configured. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-METADATA: [chars] failed: [chars] [[chars]] [chars]

**Explanation** Processing of the metadata for the specified network processor has failed. The specified network processor will fail to operate.

**Recommended Action** Attempt to reload the network processor microcode. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-NOMEM: Memory Allocation Failure - [chars]: [chars] [chars]

**Explanation** The NP client could not allocate the required memory needed to service one or more network processors.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled by the configuration. Try to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-NOTFOUND: NP Client Software Element Not Found - [chars]: [chars] [chars]

**Explanation** The NP client could not locate a required software element.

**Recommended Action** Attempt to reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-NOTSUP: NP Client Feature Not Supported - [chars]: [chars] [chars]

**Explanation** The NP client does not support the specified feature.

**Recommended Action** Verify that the correct Cisco IOS image is loaded on the affected card or platform for the configured features. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_CLIENT-3-NPUNKNOWN: NP Client Unsupported NP - [chars]: [chars] [chars]

**Explanation** The NP client detected an unsupported NP.

**Recommended Action** Verify that the correct Cisco IOS image is loaded on the affected card or platform for the configured features. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_EST-3

**Error Message** %NP\_EST-3-UNAVAILABLE: %s

**Explanation** EST detected an internal error

**Recommended Action** No action is required.

## NP\_EST-6

**Error Message** %NP\_EST-6-UNAVAILABLE: %s

**Explanation** EST Control No-Acknowledge Notification is sent to IOS to convey additional debug data regarding a NAK that occurred on the Control Queue

**Recommended Action** No action is required.

**Error Message** %NP\_EST-6-UNAVAILABLE: %s

**Explanation** EST Diagnostic/POST Notification is sent to IOS to convey additional information about the power-on self-test or a diagnostic test result

**Recommended Action** No action is required.

**Error Message** %NP\_EST-6-UNAVAILABLE: %s

**Explanation** EST Run-time Error Notification is sent to IOS to convey additional debug data that may help to identify the cause of the error

**Recommended Action** No action is required.

## NP\_MD-0

**Error Message** %NP\_MD-0-UNAVAILABLE: Attempt to %s a data channel on the unexisting line %d/%d

**Explanation** An internal software error occurred that probably resulted in corrupted modem database

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Attempt to %s a data channel on the unexisting modem %d/%d

**Explanation** An internal software error occurred that probably resulted in corrupted modem database

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Cannot allocate %d bytes of memory for %s

**Explanation** The system failed to allocate an important data structure due to the lack of memory

**Recommended Action** Show mem. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Cannot allocate TTY%d (%d/%02d)

**Explanation** Allocation of TTY structure failed. Either there is not enough memory or the TTY number is too big

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Cannot allocate interface Async%d/%02d

**Explanation** Allocation of interface structure failed. Either there is not enough memory or the maximum number of interfaces was exceeded

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Cannot bring up the module %d/%d/%d due to lack of module elements

**Explanation** NextPort Modem Driver cannot allocate an important data structure, called module element which is necessary to bring up the module. This should not normally happen and possibly indicates an error condition

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Slot %d is already present in the system

**Explanation** An internal software error occurred, that possibly resulted in corrupted slot database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: Slot %d is not present in the system

**Explanation** An internal software error occurred, that possibly resulted in corrupted slot database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-0-UNAVAILABLE: TTY %s: Cannot allocate %s

**Explanation** An important buffer cannot be allocated due to the shortage of packet memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_MD-1

**Error Message** %NP\_MD-1-UNAVAILABLE: TTY %s: Attempt to set an unknown special character (type %d) to %#02x

**Explanation** NextPort Modem Driver received a request for hardware detection of an unknown type of a special character due to an internal software error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_MD-3

**Error Message** %NP\_MD-3-UNAVAILABLE: %s is NULL in %s for port %d

**Explanation** Unexpected NULL pointer at specified location

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Contiguous packet sent for transmit

**Explanation** A software error occurred resulting in an unexpected packet being set up for transmission and the packet was dropped by the NextPort Modem Driver

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Could not seed data queue for module %d/%d/%d

**Explanation** NextPort Modem Driver could not seed the data queue with buffers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Could not send to data queue for port %d, inflight tx buffers %d

**Explanation** NextPort Modem Driver could not send buffer to Interface driver

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Failed to return data buffer for port %d

**Explanation** Call to NextPort Interface Driver to replenish data buffer for this channel failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Failed to send inband message for TTY %s

**Explanation** Call to send inband message on data queue failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Modem slot structure for slot %d could not be created

**Explanation** NextPort modem driver could not create the modem slot structure which is required for modem services of this card

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: No buffer to seed data queue for module %d/%d/%d

**Explanation** NextPort Modem Driver could not obtain a buffer whilst trying to seed the module data queue. Due to packet memory shortage

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Static transmit paktype unavailable

**Explanation** A software structure was found in an unexpected state during run-time for the indicated modem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: TTY %s: No buffers available to set up the transmit queue

**Explanation** A software error occurred resulting in an unexpected exhaustion of the pool of data buffers used by the modem drivers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: TTY %s: RTS is incorrectly deasserted; reasserting now

**Explanation** A software error occurred resulting in an invalid state for the RTS modem signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: TTY %s: Unknown NextPort in-band message (msg\_id %04x) received

**Explanation** NextPort Modem driver received an unknown message from a NextPort module. This can happen if new firmware is used with an obsolete version of IOS

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Too many buffers (%d) rxd for port %d

**Explanation** NextPort Module sent more buffers than is allowed for this channel

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MD-3-UNAVAILABLE: Unknown encapsulation %d on interface %s

**Explanation** A software error occurred resulting in an unknown encapsulation type on the interface specified by the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_MD-6

**Error Message** %NP\_MD-6-UNAVAILABLE: NextPort module %d/%d/%d down

**Explanation** NextPort Modem Driver detected a module going down

**Recommended Action** No action is required.

**Error Message** %NP\_MD-6-UNAVAILABLE: NextPort module %d/%d/%d up

**Explanation** NextPort Modem Driver detected a module coming up

**Recommended Action** No action is required.

**Error Message** %NP\_MD-6-UNAVAILABLE: Slot %d (%d ports max) inserted

**Explanation** NextPort Modem driver detected a slot being inserted in the system. During the startup all slots that are present in the system are treated as being inserted

**Recommended Action** No action is required.

**Error Message** %NP\_MD-6-UNAVAILABLE: Slot %d removed

**Explanation** Slot has been removed from the system

**Recommended Action** No action is required.

## NP\_MM-3

**Error Message** %NP\_MM-3-UNAVAILABLE: Failed to allocate control message buffer for NP module %d/%d/%d - %s

**Explanation** NextPort Module Manager failed to allocate control message buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Failed to create Data Q for NP module %d/%d/%d

**Explanation** NextPort Module Manager failed to create Data Queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Failed to send %s message to NP module %d/%d/%d

**Explanation** NextPort Module Manager failed to send control message

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Invalid NP module state(%s) %d/%d/%d - %s

**Explanation** NextPort Module Manager detected invalid NP module state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Invalid NP\_ADDRESS %d/%d/%d/%d - %s

**Explanation** NextPort Module Manager detected invalid NP\_ADDRESS

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Module Crash detected %d/%d/%d: state = %d, cause code = %d

**Explanation** NextPort Module Manager detected a crashed module

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Module Run Time Error %d/%d/%d : recovery = 0x%x, error = 0x%x

**Explanation** NextPort Module Manager received a module run time error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Module country code failure %d/%d/%d

**Explanation** NextPort Module Manager failed to set the country code

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Module exceeded restart threshold %d/%d/%d

**Explanation** NextPort Module exceeded the restart threshold

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Unsupported module ACK response %d/%d/%d: msg len = %d, session ID = %d, msg tag = %d, msg ID = %d, cmd msg ID = %d, result code = %d

**Explanation** NextPort Module Manager received an unsupported message response

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_MM-3-UNAVAILABLE: Unsupported module response %d/%d/%d: msg len = %d, session ID = %d msg tag = %d, msg ID = %d

**Explanation** NextPort Module Manager received an unsupported message response

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_SIGLIB-3

**Error Message** %NP\_SIGLIB-3-UNAVAILABLE: Format of cp tone failed for tone-id %d, port %d/%d

**Explanation** Formatting of the call processing tone message to the nextport module failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP\_SPE\_DS-3

**Error Message** %NP\_SPE\_DS-3-UNAVAILABLE: %s

**Explanation** SPE download code failed to initialise - SPE download will fail

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NP\_SPE\_DS-3-UNAVAILABLE: Cannot allocate %d bytes of memory for %s

**Explanation** The system failed to allocate an important data structure due to the lack of memory

**Recommended Action** Show mem. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_SPE\_DS-3-UNAVAILABLE: SPE %d/%d/%d/%d: %s

**Explanation** SPE download code failed - download aborted

**Recommended Action** LOG\_STD\_NO\_ACTION.

## NP\_SSM-0

**Error Message** %NP\_SSM-0-UNAVAILABLE: Cannot allocate %d bytes of memory for %s

**Explanation** The system failed to allocate an important data structure due to the lack of memory

**Recommended Action** Show mem. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_SSM-3-UNAVAILABLE: SSM(%d/%d): Invalid Session/Service Instance Handle

**Explanation** Session and Service Manager Received failed to obtain its instance handle for the slot/port

**Recommended Action** No action is required.

**Error Message** %NP\_SSM-3-UNAVAILABLE: SSM(%d/%d): Session Runtime Error Code = %d, Recovery Action = %d

**Explanation** Session and Service Manager Received a Runtime Error for the slot and port

**Recommended Action** No action is required.

**Error Message** %NP\_SSM-3-UNAVAILABLE: SSM: Invalid Session/Service Message, ID = 0x%x

**Explanation** Session and Service Manager Received an invalid message from the NextPort Message Dispatcher

**Recommended Action** No action is required.

## NP\_SSM-6

**Error Message** %NP\_SSM-6-UNAVAILABLE: NULL SSM Info Handle for slot %d, port %d

**Explanation** NextPort Session and Service Manager failed to obtain a control information handle for the indicated slot and port numbers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NP\_SSM-6-UNAVAILABLE: NULL Vdev Common Handle for slot %d, port %d

**Explanation** NextPort Session and Service Manager failed to obtain a Voice Device Information handle for the indicated slot and port numbers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NP-CRASHINFO Messages

This section contains Network Processor messages.

**Error Message** %NP\_CRASHINFO-2-OPEN\_FAILED: Could not open crashinfo file [[chars]]

**Explanation** The file for writing crashinfo could not be opened. This is usually caused by the file system problem.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP\_CRASHINFO-2-WRITE\_FAILED: Could not write crashinfo file [[chars]]

**Explanation** Could not write crashinfo to the file. This is usually caused by the file system problem.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP\_CRASHINFO-2-WRITING: Writing crashinfo file [[chars]]

**Explanation** NP detected a watchdog timeout. The crashinfo is collected from problematic NP and stored in the location.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

# NP-DEV Messages

This section contains Network Processor messages.

## NP\_DEV-2

**Error Message** %NP\_DEV-2-INVREGINTR: Illegal Write on NP RMA Register: [hex], Data: [hex]

**Explanation** This is an illegal Write to an NP RMA Register. This is to debug NP Parity Error issue. Examine traceback and forward it to development team.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP\_DEV-2-WATCHDOG: Watchdog detected on NP [dec]

**Explanation** A software exception occurred on an NP device.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## NP\_DEV-3

**Error Message** %NP\_DEV-3-ECC\_DOUBLE: Double-bit ECC error detected on NP [dec], Mem [dec], SubMem [hex], SingleErr [dec], DoubleErr [dec] Count [dec] Total [dec]

**Explanation** A double-bit ECC error was detected for a Network Processor device component.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP\_DEV-3-ERRINTR: Error caused by: [chars] on NP [dec]

**Explanation** An error in Network Processor device operation was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP\_DEV-3-PERR: Non-recoverable Parity error detected on NP [dec], cause [dec] count [int] uqParityMask [hex], uqSRAMLine [hex], bRecov [dec], bRewr [dec] Total [dec]

**Explanation** A non-recoverable parity error was detected for a Network Processor device component.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## NP\_DEV-5

**Error Message** %NP\_DEV-5-INTRTHR: Interrupt: cause [dec] for NP([int]) throttled

**Explanation** Too many interrupts are being generated from Network Processor device.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## NP\_DEV-6

**Error Message** %NP\_DEV-6-PERR\_RECOVERED: Recovered from a Parity error on NP [dec], cause [dec], count [int] uqParityMask [hex], uqSRAMLine [hex], bRecov [dec], bRerw [dec] Total [dec]

**Explanation** Recovered from a Parity error detected for a Network Processor device component.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %NP\_DEV-6-ECC\_SINGLE: Recovered from a single-bit ECC error detected on NP [dec], Mem [dec], SubMem [hex], SingleErr [dec], DoubleErr [dec] Count [dec] Total [dec]

**Explanation** Recovered from a single-bit ECC error detected for a Network Processor device component.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## NP\_UCODE Messages

**Error Message** %NP\_UCODE-3-INVALID\_FILE: NP microcode %s for device %s is invalid (%s)

**Explanation** The file containing the microcode for an NP is not specified or not accessible. This could be due to an invalid configuration or because the microcode is missing in this image.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

# NSE100 Messages

This section contains network services engine messages.

## NSE100-3

**Error Message** %NSE100-3-IOBUSTIMEOUT: IO access to the address [hex] timed out (Target: [chars])

**Explanation** The system controller flagged an I/O access timeout, indicating either a transient/fatal system component issue or an underlying software initialization issue. The source of the problem can be determined more accurately by decoding the address being accessed. If the I/O address is valid in the system memory map and if the system has been up and operational for a while, the problem is probably hardware related. If this problem is seen repeatedly, the corresponding component might need to be replaced.

**Recommended Action** If the message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: description of the user activity just before the occurrence of this incident, prevailing system operational conditions like traffic pattern, amount of traffic, system neighbors, system console messages and the output of the following commands: **show running-config**, **show c7300 pxf accounting**, **show c7300 pxf interfaces all**, **show diag** and **show c7300**.

**Error Message** %NSE100-3-PINNACLE\_PORT: [chars] - [chars]

**Explanation** A failure occurred while one of the Gigabit Ethernet (GE) ports on the NSE-100 was being initialized. This condition is probably caused by either a software error or a transient condition before the GE port becomes successfully initialized.

**Recommended Action** If the GE ports either do not initialize or fail to forward traffic as a result of this condition, enter the **shutdown** command, followed by the **no shutdown** command, in interface configuration mode to shut down and restart the affected GE ports to restore the forwarding. If the message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format:

- The user activity immediately preceding the receipt of this message.

- The prevailing system operational conditions such as the traffic patterns, amount of traffic, and system neighbors.
- Any additional system console messages.
- The output of the following commands: **show version**, **show running-config**, **show controller gigabitEthernet**, **show interface gigabitEthernet**, **show pxf accounting**, **show c7300**, **show logging** and **show tech-support**.

**Error Message** %NSE100-3-UNEXPECTED\_TIMEREVENT: The NSE-100 GE port driver couldn't determine the port associated with the expired internal managed timer.The expired managed timer is pointing to [chars]

**Explanation** The expired managed timer returned a null context. This condition indicates a software failure in the management of the timer.

**Recommended Action** If the message is seen repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format:

- The user activity immediately preceding the receipt of this message.
- The prevailing system operational conditions such as the traffic patterns, amount of traffic, and system neighbors.
- Any additional system console messages.
- The output of the following commands: **show version**, **show running-config**, **show platform**, **show controller gigabitEthernet**, **show interface gigabitEthernet**, **show pxf accounting**, **show c7300**, **show logging** and **show tech-support**.

**Error Message** %NSE100-3-VA\_ERROR: Vanallen ASIC detected an error condition: [chars]

**Explanation** The Van Allen ASIC has detected an error condition. Either a hardware error or an error in the packet was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSE100-4

**Error Message** %NSE100-4-UNAVAILABLE: CI-DEMUX FPGA detected an error (Status 0x%08x)

**Explanation** The Cluster Internnect DEMUX FPGA found an error with the egress packet. Type of error is indicated in the status. The message is informational.

**Recommended Action** If the message is seen repeatedly, please collect following information and contact Cisco technical support representative. Output of the commands, **show c7300 pxf accounting, show c7300 pxf interfaces all, show diag, show c7300**

**Error Message** %NSE100-4-UNAVAILABLE: ROM monitor upgrade in ROM %d terminated.

**Explanation** ROM monitor upgrade process was terminated by the user. The user had terminated the IOS boot up process from a first-time image in the writable ROM. This causes the verification process of this new ROM monitor to fail. This automatically sets the ROM monitor image to be INVALID.

**Recommended Action** After downloading a new ROM monitor image to the writeable ROM, you must reload IOS for the new ROM monitor image to take effect. The first time a new ROM monitor image is loaded, you must allow the system to boot up IOS before doing any resets or power cycling. If the ROM monitor loading process is interrupted, the system interprets this as a boot up failure of the new ROM monitor image. Please re-download the ROM monitor image to the writable ROM and start the ROM monitor upgrade process again. If the problem persists, please issue the **show tech-support** command to gather more information and call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %NSE100-4-UNAVAILABLE: System hardware configuration %scompliant with recommended guidelines.

**Explanation** The aggregate throughput of the line cards exceeds the capacity of the NSE to line card interface in this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed aggregate throughput for the line cards in this system.

**Error Message** %NSE100-4-UNAVAILABLE: The aggregate throughput of the Line Cards changed from %d kbps (%scompliant) to %d kbps (%scompliant)

**Explanation** The aggregate throughput of the line cards in the system changed to make the system compliant or non-compliant with the hardware configuration guidelines.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed aggregate throughput for the line cards in this system.

**Error Message** %NSE100-4-UNAVAILABLE: Unknown GBIC type or GBIC not inserted properly for interface GigabitEthernet%d/%d

**Explanation** Sometimes if GBIC is not inserted all the way into its slot, the GBIC type may return as Unknown Media Type

**Recommended Action** Take out the GBIC and reinsert all the way in

## NSE100-5

**Error Message** %NSE100-5-AUTONEG\_ENABLE: Auto negotiation is enabled for interface GigabitEthernet[dec]/[dec] due to [chars]

**Explanation** The auto-negotiation feature has been enabled for the Gigabit Ethernet interface in the slot and port specified in the message text. The reason why the feature was enabled is specified in the message text. The auto-negotiation feature is required for the interface to work properly.

**Recommended Action** No action is required.

## NSE100-5

**Error Message** %NSE100-6-UNAVAILABLE: ROM monitor upgrade in ROM %d successful.

**Explanation** ROM monitor upgrade has successfully performed.

**Recommended Action** LOG\_STD\_NO\_ACTION

## NSP-2

**Error Message** %NSP-2-UNAVAILABLE: msgtxt\_nomemory

**Explanation** An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the system's memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a configuration that has more memory.

## NSP-3

**Error Message** %NSP-3-UNAVAILABLE: Bogus parameter passed: %s %d

**Explanation** Internal error: parameter passed to routine is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NSP-3-UNAVAILABLE: Invalid slots[]: %x

**Explanation** Internal error: slottype pointer is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSP-4

**Error Message** %NSP-4-UNAVAILABLE: %s: %s %s

**Explanation** A SONET line warning condition has been detected  
LOG\_STD\_NO\_ACTION.

## NSPINT-3

**Error Message** %NSPINT-3-UNAVAILABLE: no handler for index %d

**Explanation** Internal error: an interrupt has been detected for which no handler has been registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSPINT-5

**Error Message** %NSPINT-5-UNAVAILABLE: Spurious level %d interrupt (%d)

**Explanation** An interrupt for which no cause could be found has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSP\_APS-4

**Error Message** %NSP\_APS-4-UNAVAILABLE: Interface %s switched from %s to %s channel

**Explanation** The APS logic has determined that a switch over from one port to another was called for.

**Recommended Action** LOG\_STD\_NO\_ACTION

## NSP\_OIR-3

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Cannot enable card slot(%d) subslot redundancy is active on subcard in slot(%d)

**Explanation** Cards present in chassis in current mode are incompatible

**Recommended Action** Remove card and clear out alarms. Card could also be incompatible with existing cards and cannot run redundantly

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Cannot enable half height card, redundancy conflict

**Explanation** Redundancy/Card conflict with cards in adjacent slot.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Inserted card incompatible with previously removed card

**Explanation** Card inserted is not same type as one previously removed and thus invalid.

**Recommended Action** Please insert card similar to one which was previously removed or clear out alarm source

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Insufficient system resources to complete card insertion/redundancy request, Reverting Configuration

**Explanation** Unable to allocate internal data structures for interface

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Invalid card/configuration in slot(%d) Ignoring Card

**Explanation** Cards present in chassis in current mode are incompatible

**Recommended Action** Remove card and clear out alarms. Card could also be incompatible with existing cards and cannot run redundantly

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Long bus stall (%u s) The newly inserted card may not be seated properly. Please remove it and try again.

**Explanation** Card Bad or not properly seated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NSP\_OIR-3-UNAVAILABLE: OIR event structure allocation failure

**Explanation** Internal Oir element allocation failure. Usually this will indicate some memory leak

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. Restart/reboot box at a convenient time. This problem will not affect normal operation but you will be unable to remove old hardware, or insert new hardware and bring it online

**Error Message** %NSP\_OIR-3-UNAVAILABLE: Unrecognized Card, Driver for Card not available in system software, ignoring card type 0x%x

**Explanation** Card inserted into system is not recognized by software -- ignoring.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSP\_OIR-4

**Error Message** %NSP\_OIR-4-UNAVAILABLE: 6400 Card %d/%d found off line - will 'virtually' remove and reinsert to bring online

**Explanation** Card has somehow gone off line. Possibly a power glitch?? SW will bring it back online

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NSP\_OIR-4-UNAVAILABLE: Redundancy submode not present!

**Explanation** System config does not have Redundancy submode

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSP\_OIR\_6

**Error Message** %NSP\_OIR-6-UNAVAILABLE: Card %s inserted into slot: %d

**Explanation** Full card inserted into slot

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NSP\_OIR-6-UNAVAILABLE: Card %s inserted into subslot: %d/%d

**Explanation** Half height card inserted into subslot

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NSP\_OIR-6-UNAVAILABLE: Card %s removed from slot: %d

**Explanation** Full card removed from slot

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NSP\_OIR-6-UNAVAILABLE: Card %s removed from subslot: %d/%d

**Explanation** Half height card removed from subslot

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NSP\_OIR-6-UNAVAILABLE: Card %s, slot: %d, being brought online

**Explanation** Full card being brought online

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %NSP\_OIR-6-UNAVAILABLE: Card %s, subslot: %d/%d, being brought online

**Explanation** Half Height card being brought online

**Recommended Action** LOG\_STD\_NO\_ACTION

## NP\_UCODE Messages

This section contains NextPort (NP) microcode messages.

**Error Message** %NP\_UCODE-3-INVALID\_FILE: NP microcode [chars] for device [chars] is invalid ([chars])

**Explanation** The file containing the microcode for an NP is not specified or not accessible. This could be due to an invalid configuration or because the microcode is missing in this image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NRP-3

**Error Message** %NRP-3-UNAVAILABLE: %s %s

**Explanation** An Interprocess Communication (IPC) error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## NSE-3

**Error Message** %NSE-3-UNAVAILABLE: Attempt to set ACL base address to null. Update aborted.

**Explanation** An attempt has been made to set the PXF ACL base address to a null. This condition will result in PXF exceptions being made and will eventually result in the PXF being disabled. The base address has not been updated.

**Recommended Action** Make a change in the access list that will force a reevaluation of the ACL data.

**Error Message** %NSE-3-UNAVAILABLE: QoS queue hung on interface %s.

**Explanation** The system was unable to close down the QoS support in PXF for the interface cleanly. Problems may arise if the QoS support in PXF for the interface is restarted without first reloading the pxf microcode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NSE-3-UNAVAILABLE: Unknown QoS action type: 0x%x.

**Explanation** A QoS feature, unrecognised by PXF, has been configured with the Modular QoS CLI. The feature will work but excessive punting may occur if the feature is on an output interface

**Recommended Action** If performance is poor, try disabling PXF.

## NSE-6

**Error Message** %NSE-6-UNAVAILABLE: No VLAN statistics are available for PXF switched interface %s.

**Explanation** No 802.1Q statistics are available for packets that are PXF switched

**Recommended Action** No action is required.

## NTI Messages

This section contains Negotiation Trigger Infrastructure (NTI) messages.

### NTI-3

**Error Message** %NTI-3-AGENT\_ERR: %s Notifying platform about AGENT ERROR %s, AGENT EP ID 0x%x for EP ID 0x%x, EP type %s, EP group %s

**Explanation** A Negotiation Trigger Infrastructure (NTI) AGENT error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-CLIENT\_NOT\_REGSTRD\_FOR\_EPTYPE: %s Client (%d - %s) has NOT registered for platform EP type %s

**Explanation** A client has not registered for a platform endpoint (EP) type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_AGENT\_LIST\_ALLOC: Failed to allocate agent bitlist for endpoint 0x%x

**Explanation** The NTI ISSU process was unable to allocate the agent bitlist for an endpoint. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_DUMMY\_MSG\_FAILED: Failed to send a dummy nego msg to endpoint 0x%x

**Explanation** The NTI ISSU process was unable to send a dummy negotiation message to trigger negotiation on the peer. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_EXISTING\_SESSION: Session already exists for ep 0x%x

**Explanation** The NTI ISSU session already exists for this endpoint. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_INVALID\_MEDMAN: Invalid MEDMan data

**Explanation** The Multiple Endpoint Data Manager (MEDMan) data is invalid. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_INVALID\_MSG\_TRANS: NTI ISSU transformation function got an invalid message in argument

**Explanation** The NTI ISSU process transformation function received an invalid message. The message cannot be transformed and will not be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_INVALID\_RC: Invalid ISSU rc argument for endpoint 0x%x

**Explanation** The NTI ISSU process received an invalid ISSU return code argument. ISSU negotiation will fail and the endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_INVALID\_RCVD\_MSG: NTI ISSU received an invalid message for transformation from endpoint 0x%x

**Explanation** The NTI ISSU process received an invalid message for transformation. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_INVALID\_SESSION: Invalid session for ep 0x%x

**Explanation** The NTI ISSU session is invalid for the endpoint. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_MEDMAN\_CREATE: Failed to create MEDMan data for endpoint 0x%x

**Explanation** The NTI ISSU process was unable to create the Multiple Endpoint Data Manager (MEDMan) data for an endpoint. Negotiation cannot be done, and the endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_MEDMAN\_GET: Failed to get MEDMan data for endpoint 0x%x (%s)

**Explanation** The NTI ISSU process was unable to retrieve MEDMan data for an endpoint. ISSU negotiation will fail for this endpoint, and the endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_MTU\_FAILED: NTI ISSU failed to get MTU for message type %d (%s)

**Explanation** The NTI ISSU process was unable to get the message MTU for transformation. The message cannot be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_NEGO\_ALREADY\_STARTED: NTI ISSU negotiation already started, endpoint 0x%x

**Explanation** An attempt was made to start the NTI ISSU negotiation, but it has already been started. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_NEGO\_ASYNC\_ERROR: Async error during nego with 0x%x (%s)

**Explanation** The NTI ISSU process received an asynchronous error during negotiation with an endpoint. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_NEGO\_INCOMPATIBLE: Negotiation incompatible for endpoint 0x%x

**Explanation** The NTI ISSU negotiation is not compatible for this endpoint. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_NOT\_INIT: NTI ISSU is not initialized, endpoint 0x%x.

**Explanation** The NTI ISSU process is not initialized. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_PLATFORM\_TRANSPORT\_NEGO\_GET\_REQ\_PAK: NTI ISSU failed to get an platform transport nego message

**Explanation** The NTI ISSU process was unable to receive a platform transport negotiation message. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_PLATFORM\_TRANSPORT\_NEGO\_SEND: NTI ISSU failed to send an platform transport nego message to 0x%x

**Explanation** The NTI ISSU process was unable to send a negotiation message using the platform transport. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_RCVD\_NEGO\_NOT\_DONE: NTI ISSU negotiation not done when received a message from 0x%x

**Explanation** The NTI ISSU process received a message before negotiation was done. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_RCVD\_TRANS\_FAILED: NTI ISSU failed to transform received message from 0x%x

**Explanation** The NTI ISSU process was unable to transform a received message. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_RCVD\_UNKNOWN\_MSG: NTI ISSU received an unknown message type %d from 0x%x

**Explanation** The NTI ISSU process received a message whose type is unknown. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_RCV\_FAILED: NTI ISSU failed to transform message type %d for receive from 0x%x (%s)

**Explanation** The NTI ISSU process was unable to transform the message for receive. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_REG\_ADD: NTI ISSU failed to hook to the registry %s

**Explanation** The NTI ISSU process was unable to hook to a registry. This endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_REG\_RECEIVE\_NEGO\_MSG: NTI ISSU failed call the platform receive nego message registry

**Explanation** The NTI ISSU process was unable to call the platform receive negotiation message registry. The endpoint will probably be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_TRIG\_NEGO\_NOT\_DONE: NTI ISSU negotiation not done when getting a trigger from 0x%x

**Explanation** The NTI ISSU process received a trigger from this endpoint before the negotiation was done. The trigger will be ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_UNKNOWN\_MSG\_TYPE: NTI ISSU got an unknown message type: %d

**Explanation** The NTI ISSU process received an unknown message type while trying to get the message MTU. The message cannot be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-ISSU\_XMIT\_FAILED: NTI ISSU failed to transform message type %d for transmit to 0x%x (%s)

**Explanation** The NTI ISSU process was unable to transform the message for transmit. The message cannot be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-TRIG\_ABORT\_ALL\_CLIENTS: %s Aborting trigger processing for all clients as requested by the platform, EP ID 0x%x trigger type %s trigger group %s

**Explanation** Trigger processing has been aborted for all clients due to a platform request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-TRIG\_CLIENT\_NOTINLIST: %s Cannot trigger NTI client (%d) for this EP: could not find client in list, EP ID 0x%x

**Explanation** An NTI client could not be triggered for an endpoint because the client could not be found in the list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-TRIG\_INIT\_ALREADY\_IN\_PROGRESS: %s Cannot initiate NTI trigger for EP ID 0x%x at this time: trigger processing of trigger type %s, trigger group %s already in progress

**Explanation** An NTI trigger could not be initiated because a trigger is already in progress.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %NTI-3-TRIG\_PROCESSING: %s Trigger processing ERROR for client (#%d - %s), EP ID 0x%x trigger type %s trigger group %s : %s

**Explanation** An NTI trigger processing error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# NTP Messages

This section contains network time protocol (NTP) messages.

## NTP-4

**Error Message** %NTP-4-PEERUNREACH: Peer [IP\_address] is unreachable

**Explanation** The NTP peer is unreachable.

**Recommended Action** Check the network connection to the peer and ensure that NTP is running on the peer.

**Error Message** %NTP-4-UNSYNC: NTP sync is lost

**Explanation** NTP synchronization to its peer is lost.

**Recommended Action** Perform the following actions:

- Check the network connection to the peer.
- Check to ensure that NTP is running on the peer.
- Check that the peer is synchronized to a stable time source.
- Check to see if the NTP packets from the peer have passed the validity tests specified in RFC1305.

## NTP-5

**Error Message** %NTP-5-PEERSYNC: NTP synced to peer [IP\_address]

**Explanation** NTP has synchronized the local clock to a new peer.

**Recommended Action** No action is required.

## NTP-6

**Error Message** %NTP-6-PEERREACH: Peer [IP\_address] is reachable

**Explanation** The NTP peer is reachable.

**Recommended Action** No action is required.

**Error Message** %NTP-6-RESTART: NTP process starts

**Explanation** The NTP process has just started or restarted.

**Recommended Action** No action is required.

**Error Message** %NTP-6-STOP: NTP process stops

**Explanation** NTP is disabled.

**Recommended Action** Check to see if NTP has been manually disabled by the administrator.

## OBFL Messages

This section contains Onboard Failure Logging (OBFL) messages.

### OBFL-5

**Error Message** %OBFL-5-DISABLED: Onboard Failure Logging disabled

**Explanation** Onboard Failure Logging has been disabled.

**Recommended Action** No action is required.

## OBFL\_ERRMSG Messages

This section contains Onboard Failure Logging (OBFL) error messages.

### OBFL\_ERRMSG-5

**Error Message** %OBFL\_ERRMSG-5-FILECREATEFAIL: OBFL [chars] App failed to open/create file [chars] . Errno = [dec]

**Explanation** The file open or creation operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEFSTATFAIL: OBFL [chars] App failed to fstat file [chars] . Errno = [dec]

**Explanation** The file fstat operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILELSEEKFAIL: OBFL [chars] App failed to lseek file [chars] . Errno = [dec]

**Explanation** The file lseek operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEMINFREEFAIL: OBFL [chars] App failed to set coalesce min free

**Explanation** Failed to set the coalesce minimum free value.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEOPENFAIL: OBFL [chars] App failed to open file [chars] . Errno = [dec]

**Explanation** The file open operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-FILEREADFAIL: OBFL [chars] App read failure on file [chars] . Errno = [dec]

**Explanation** The file read operation failed.

**Recommended Action** No action is required.

**Error Message** %OBFL\_ERRMSG-5-HISTFILES SMALL: OBFL [chars] App: history file is exceedingly small

**Explanation** The history file for this application has been detected to be very small.

**Recommended Action** No action is required.

## OCE Messages

This section contains output chain elements (OCE) infrastructure messages.

### OCE-3

**Error Message** %OCE-3-MISSING\_HANDLER\_FOR\_SW\_OBJ: Missing handler for '[chars]' function

**Explanation** An internal API request has been ignored because it was unexpected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-MISSING\_HANDLER\_FOR\_SW\_OBJ\_TYPE: Missing handler for ' [chars] ' function for type [chars]

**Explanation** An internal API request has been ignored because it was unexpected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-OCE\_CHANGED\_BY\_APPLY\_FUNCTION: Target OCE[hex\_addr] changed to[hex\_addr] by apply function[hex\_addr]

**Explanation** An internal API request has been ignored because it was unexpected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-OCEDEPDUMP: [chars]

**Explanation** An error condition triggered display of OCE dependents.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-OCE\_FWD\_STATE\_HANDLE: Limit of oce forward state handle allocation reached; maximum allowable number is [int]

**Explanation** Did not store the reinject forwarding state handle, as the maximum number of handles are already in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-OCE\_FWD\_STATE\_HANDLE\_INIT: Failed to initialize a stack of reusable forward state handles; at element [int], initial stack size is [int] elements

**Explanation** Could not allocate enough forwarding state handles for initial handle reuse.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-QUEUE\_UNLOCK: Failed to [chars] unlock[chars] for [chars] oce [hex]

**Explanation** Failed to enqueue a unlock for an OCE. This condition may lead to a memory leak.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-UNEXPECTED\_DISP\_TYPE: Unexpected disposition type is encountered; expecting disposition types are [chars], found [chars]

**Explanation** An internal disposition counter measure request has been ignored because it was unexpected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-UNEXPECTED\_SW\_OBJ\_TYPE: SW\_OBJ handle/type mismatch; expecting oce type [chars], found [dec]

**Explanation** An internal API request has been ignored because it was unexpected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OCE-3-UNINITIALIZED\_VECTOR: Improperly initialized [chars] vector in [chars] OCE bundle [hex], packet dropped

**Explanation** An OCE bundle vector was improperly initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# ODM Messages

This section contains online diagnostics manager (ODM) subsystem messages.

## ODM-3

**Error Message** %ODM-3-PEER\_INCOMPATIBLE: Online Diags Peer Version is different

**Explanation** The version of the peer online diagnostics manager is different from the expected version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ODM-3-SC\_TEST\_FAIL: Slot [dec], Subcard [dec], [chars] [chars] Failed

**Explanation** The online diagnostic test for the subcard specified in the error message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# OER\_TT\_FLOW Messages

This section contains Optimized Edge Routing (OER) top talkers flow border router messages.

## OER\_TT\_FLOW-2

**Error Message** %OER\_TT\_FLOW-2-OER\_TT\_FLOW\_BR\_CACHEINIT: Error initializing OER TT Flow BR cache

**Explanation** The NetFlow top talker cache could not be initialized on the border router because of a low-memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %OER\_TT\_FLOW-2-OER\_TT\_FLOW\_BR\_EXPORTINIT: Error initializing OER TT Flow BR Export queue

**Explanation** The OER NetFlow top talker export queue could not be initialized on the border router because of a low-memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## OER\_TT\_FLOW-4

**Error Message** %OER\_TT\_FLOW-4-OER\_TT\_FLOW\_BR\_FLOWEXPORT: Error exporting [chars]

**Explanation** An error involving a flow to the route processor has occurred.

**Recommended Action** This is a debug message only. No action is required.

# OIR Messages

This section contains online insertion and removal (OIR) messages.

## OIR-3

**Error Message** %OIR-3-HARD\_RESET: Module [dec] is being hard reset as a part of switchover error recovery

**Explanation** The specified module is being hard reset as a recovery for failure to respond to a switchover message.

**Recommended Action** No action is required.

**Error Message** %OIR-3-ISSU\_RESET: Module %d is being hard reset as a part of ISSU upgrade

**Explanation** The specified module is being hard reset as part of a planned ISSU upgrade.

**Recommended Action** No action is required.

**Error Message** %OIR-3-LC\_FAILURE: Module %d has Major online diagnostic failure, %s

**Explanation** This module experienced a major online diagnostic failure.

**Recommended Action** Re-seat the card. If the problem persists, copy the error message exactly as it appears. Copy down the system's configuration along with any other relevant information. Contact your technical support representative for assistance.

**Error Message** %OIR-3-PSM\_SUBCARDDETECT: Slot [dec] [chars] [dec]: subcard [dec] inserted

**Explanation** A protection switch module (PSM) subcard has been detected in the slot specified in the message text.

**Recommended Action** No action is required.

**Error Message** %OIR-3-PSM\_SUBCARDREMOVE: Slot [dec] [chars] [dec]: subcard [dec] removed

**Explanation** A protection switch module (PSM) subcard has been removed from the specified slot.

**Recommended Action** No action is required.

**Error Message** %OIR-3-PWRCYCLE: Card in module %d, is being power-cycled '%s'

**Explanation** The OIR facility detected the line card as unresponsive and attempted to power-cycle the card.

**Recommended Action** No action is required.

**Error Message** %OIR-3-SOFT\_RESET: Module [dec] is being soft reset as a part of switchover error recovery

**Explanation** The specified module is being soft reset as a part of switchover error recovery.

**Recommended Action** No action is required.

**Error Message** %OIR-3-SOFT\_RESET\_SSO: Module %d is being soft reset as a part of switchover error recovery

**Explanation** The specified module is being soft reset as a part of a switchover error recovery.

**Recommended Action** No action is required.

**Error Message** %OIR-3-STDBY\_PWRCYCLE: Standby was notified, Card in module [dec] is being power-cycled [chars]

**Explanation** The OIR facility on the redundant supervisor engine was notified that a module on the active supervisor engine is unresponsive. The module is being power-cycled.

**Recommended Action** No action is required.

**Error Message** %OIR-3-STDBY\_UNKNOWN: Standby was notified, Unknown card in slot [dec]

**Explanation** The OIR facility on the redundant supervisor engine was notified that an undetermined module was detected on the active supervisor engine.

**Recommended Action** Reseat the module in the specified slot.

**Error Message** %OIR-3-UCODE\_INTERNAL: The image download to card in slot [dec] failed due to internal error: [chars], [chars]

**Explanation** An internal error has occurred in the line card image download code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **remote command switch dir system:image/** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-3-UNKNOWN: Unknown card in slot %d, card is being disabled

**Explanation** The OIR facility detected a line card but could not determine the type.

**Recommended Action** Reseat the card in the indicated slot.

**Error Message** %OIR-3-UNKNOWN\_FANTRAY: Fan Tray idprom read error. Unknown fan-tray in slot %d.

**Explanation** The OIR facility detected a fan-tray but could not determine the type by reading idprom. Fan-tray will not go into high cooling modes.

**Recommended Action** Reseat the fan-tray in the indicated slot.

**Error Message** %OIR-3-VSS\_PWRCYCLE: Card in Switch %d module %d, is being power-cycled '%s'

**Explanation** The OIR facility detected the line card as unresponsive and attempted to power-cycle the card.

**Recommended Action** No action required.

**Error Message** %OIR-4-DISABLE: Unsupported service module [chars] in slot [dec] disabled

**Explanation** This service module is not supported in this release of software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-4-INSERTION: Possible half inserted module detected in slot [dec] or a slow insertion

**Explanation** This module is either inserted improperly or is not making a full contact to the backplane or it is being insert very slowly. The user should follow the cisco recommandation on module insertion procedures.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %OIR-4-WARN: [chars]

**Explanation** The OIR facility detected the specified condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OIR-6

**Error Message** %OIR-6-CONSOLE: Changing console ownership to %s processor

**Explanation** The OIR facility has switched the console to the specified processor.

**Recommended Action** No action is required.

**Error Message** %OIR-6-CWANVSSISSU: CWAN card present in slot [dec] in the slave chassis is powered down because ISSU is in progress

**Explanation** CWAN card already present in the slave chassis of a virtual switch should not be powered up during ISSU. It will be powered up on switchover or upon completion of ISSU.

**Recommended Action** No action is required.

**Error Message** %OIR-6-DIAG\_OFFLINE: Card inserted in slot [dec], is now ready for offline diagnostics

**Explanation** The OIR facility detected a newly inserted line card. The line card is configured for the offline diagnostic state by the user. This state can be entered only after the module is in the online diagnostic state.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-DIAG\_ONLINE: Card inserted in slot [dec], is now ready for online diagnostics

**Explanation** The OIR facility detected a newly inserted line card. The line card is configured for the online diagnostic state by the user or if diagnostic failure is detected during bootup.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-DISALLOW: Supervisor attempting to come up as secondary in EHSA mode, will not be allowed.

**Explanation** Primary is in RF mode. As EHSA and RF cannot co-exist, the software will disallow any attempts from secondary to come up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-6-DOWNGRADE: Fabric capable module [dec] not at an appropriate hardware revision level, and can only run in flowthrough mode

**Explanation** This fabric capable module is not at an appropriate hardware revision level, and can run only in flowthrough (bus) mode.

**Recommended Action** Upgrade the line card hardware.

**Error Message** %OIR-6-DOWNGRADE\_EARL: Module [dec] [chars] installed is not identical to system PFC and will perform at current system operating mode.

**Explanation** The PFC/DFC module is at a higher hardware revision than the level of the system PFC. The PFC/DFC module will operate at the same level as that of the system PFC.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-INSFAN: Fan [dec] inserted

**Explanation** The OIR facility detected a newly inserted fan tray.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-INSPTS: Power supply inserted in slot %d

**Explanation** The OIR facility detected the insertion of a powersupply [n]. When turned on, the total power will be adjusted.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-NOPWRISSU: Card inserted in slot %d powered down because ISSU is in progress

**Explanation** The online insertion and removal (OIR) facility detected a newly inserted line card during an ISSU upgrade process. The new card will be powered down until completion of the ISSU.

**Recommended Action** No action is required.

**Error Message** %OIR-6-PROVISION: Module %d does not meet the provisioning requirements, power denied

**Explanation** The provisioning configuration does not allow the type of line card that was inserted.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-PWRFAILURE: Module [dec] is being disabled due to power convertor failure [hex]

**Explanation** The DC-DC power converter failed on this module and must be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-6-REMFAN: Fan [dec] removed

**Explanation** The OIR facility detected the removal of a fan tray [n].

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-REMPS: Power supply removed from slot %d

**Explanation** The OIR facility detected the removal of a powersupply from slot [n]. The total power will be adjusted and power will be denied to some linecards if needed.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-RUNNING\_CONFIG: %s %s failed %d (%s)

**Explanation** During switchover, the OIR facility is unable to clean up running-config processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-6-SEQ\_MISMATCH: SCP seq mismatch for card in slot [dec] : [chars]

**Explanation** The OIR facility detected an SCP sequence mismatch for the card in the specified slot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-6-SOFT\_RESET\_ISSU: Module [dec] is being soft reset as a part of ISSU cycle

**Explanation** The module specified in error message is being soft reset as a part of ISSU cycle.

**Recommended Action** No action is required.

**Error Message** %OIR-6-SP\_INSCARD: Card inserted in %sslot %d, interfaces are now online

**Explanation** The OIR facility detected a newly inserted line card. The inserted interfaces will be shut down until it is configured by the user or, if an interface of that type was previously configured, it will be restored to its previous state.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %OIR-6-SP\_REMCARD: Card removed from slot %d, interfaces disabled

**Explanation** The OIR facility detected the removal of a processor from slot [n]. The interfaces on that processor will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-6-SPINE\_PWRFAILURE: Spine Module %d is being disabled due to power convertor failure.

**Explanation** The DC-DC power convertor failed on this module, need to replace hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR-6-STDBY\_INSCARD: Standby was notified, card online in slot [dec]

**Explanation** The OIR facility on the standby supervisor engine was notified by the active supervisor engine that a processor was inserted in slot [n] and that all the interfaces are now usable.

**Recommended Action** No action is required.

**Error Message** %OIR-6-STDBY\_REMCARD: Standby was notified, card removed from slot [dec]

**Explanation** The OIR facility on the standby supervisor engine was notified by the active supervisor engine that a processor from the specified slot has been removed.

**Recommended Action** No action is required.

**Error Message** %OIR-6-STDBY\_SPINE\_INSCARD: Standby was notified, xbar module in slot %d is now online.

**Explanation** The OIR facility on Standby Supervisor was notified by the Active that a spine module inserted in slot [n] and the spine module is online

**Recommended Action** No action is required.

**Error Message** %OIR-6-STDBY\_SPINE\_REMCARD: Standby was notified, spine card removed from slot %d

**Explanation** The OIR facility on Standby Supervisor was notified by the Active that a spine card in slot[n] has been removed

**Recommended Action** No action is required.

## OIR\_ISSU Messages

This section contains online insertion and removal (OIR) in-service software upgrade (ISSU) messages.

### OIR\_ISSU-3

**Error Message** %OIR\_ISSU-3-BUFFER: Cat6K OIR ISSU client failed to a buffer for message, error %d

**Explanation** The online insertion and removal (OIR) ISSU client failed to get a buffer for building a negotiation message. As a result, the client cannot send a negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-CAPABILITY: Cat6K OIR ISSU client %s

**Explanation** During capability negotiation, the OIR ISSU client detected an error that results in a mismatch between the client capability of the active and standby units.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-INIT: Cat6K OIR ISSU client initialization failed at %s, error %s

**Explanation** The OIR ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-MSG\_NOT\_OK: Cat6K OIR ISSU client message %d is not compatible

**Explanation** The OIR ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-MSG\_SIZE: Cat6K OIR ISSU client failed to get the message size for message %d

**Explanation** The OIR ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-POLICY: Cat6K OIR ISSU client message type %d is %s

**Explanation** The OIR ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-SEND\_FAILED: Cat6K OIR ISSU client failed to send a negotiation message, error %d

**Explanation** The OIR ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-SESSION: Cat6K OIR ISSU client %s

**Explanation** The OIR ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %OIR\_ISSU-3-TRANSFORM: Cat6K OIR ISSU client %s transform failed, error %s

**Explanation** The OIR ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the OIR state of the bay will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## OIR-SP

**Error Message** %OIR-SP-6-CONSOLE: Changing console ownership to %s processor

**Explanation** The OIR facility has switched the console to the specified processor.

**Recommended Action** No action is required.

**Error Message** %OIR-SP-6-DOWNGRADE\_EARL: Module %d %s installed is not identical to system PFC and will perform at current system operating mode.

**Explanation** The PFC/DFC module is at a higher hardware revision than the level of the system PFC. The PFC/DFC module will operate at the same level as that of the system PFC.

**Recommended Action** No action is required.

**Error Message** %OIR-SP-6-INSCARD: Card inserted in slot [dec], interfaces are now online

**Explanation** The OIR facility detects a newly inserted module. The interfaces associated with that module are operational, but are shut down until they are configured by the user. If any interfaces of that type were previously configured, they are restored to their previous state.

**Recommended Action** No action is required.

**Error Message** %OIR-SP-6-INSPS: Power supply inserted in slot [dec]

**Explanation** The OIR facility has detected the insertion of a power supply in the specified slot. The total power adjusts after the power supply is turned on,

**Recommended Action** No action is required.

## OLM Messages

This section contains Optical Link Management (OLM) and Link Management Protocol (LMP) messages.

### OLM-3

**Error Message** %OLM-3-UNAVAILABLE: Failed to send LMP msg to %s

**Explanation** Attempt to send LMP control message has failed; this could be due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OLM-3-UNAVAILABLE: Internal error: Couldn't find neighbor while %s

**Explanation** An LMP processing that requires to access information about the neighbor has found that no such neighbor exists. This could be due to internal error.

**Recommended Action** Turn on generic and packet level debugging using the command, `debug ip lmp` and gather LMP configuration using the command, `show ip olm` and gather the displayed information and contact Cisco technical assistance.

**Error Message** %OLM-3-UNAVAILABLE: Service Discovery: Attribute %s incompatible with neighbor %s

**Explanation** Specified service attribute does not match with neighbor. The neighbor and/or the local node may not be properly configured.

**Recommended Action** Use the `show mpls uni lmp neighbor` command on the local as well as the neighbor node (where applicable), to determine the service attributes and modify the configuration, where feasible, to ensure that the attributes match

**Error Message** %OLM-3-UNAVAILABLE: Service Discovery: Attributes for port %s incompatible with nbr %s

**Explanation** Port-level service attribute does not match with those of the neighbor. The neighbor and/or the local node may not be properly configured.

**Recommended Action** Use the `show mpls uni lmp neighbor` command on the local as well as the neighbor node (where applicable), to determine the service attributes and modify the configuration, where feasible, to ensure that the port-level service attributes match

**Error Message** %OLM-3-UNAVAILABLE: State %s; Event %s

**Explanation** An LMP state machine has encountered an event that is not legal or allowed in the current state.

**Recommended Action** Write down the state and the event and call your Cisco technical support representative for assistance.

## OLM-4

**Error Message** %OLM-4-UNAVAILABLE: Bad LMP Msg; type %u

**Explanation** An LMP message has been received with invalid message type. This suggests that we have a broken LMP implementation on the sending neighbor

**Recommended Action** Locate the sending neighbor and turn on packet level debugging using the `debug ip lmp packets` command. On seeing an ill-formed LMP packet, gather displayed information and contact the Cisco technical assistance.

**Error Message** %OLM-4-UNAVAILABLE: Bad TLV; type %u

**Explanation** An LMP message has been received with invalid TLV type. This suggests that we have a broken LMP implementation on the sending neighbor

**Recommended Action** Locate the sending neighbor and turn on packet level debugging using the debug ip lmp packets command. On seeing an ill-formed LMP packet, gather displayed information and contact the Cisco technical assistance.

**Error Message** %OLM-4-UNAVAILABLE: Invalid TLV Length %u in LMP msg; remaining size %u

**Explanation** An LMP message has been received with invalid TLV length. This suggests that we have a broken LMP implementation on the sending neighbor.

**Recommended Action** Locate the sending neighbor and turn on packet level debugging using the debug ip lmp packets command. On seeing an ill-formed LMP packet, gather displayed information and contact the Cisco technical assistance.

## OLM-5

**Error Message** %OLM-5-UNAVAILABLE: Internal error: Couldn't find IPCC to send LMP msg; msg type : %u

**Explanation** This is generally caused by race conditions wherein an LMP message is received from a neighbor before the first control channel goes UP [locally]. This conditions usually happens when a node reboots.

**Recommended Action** If the problem persists even after the node has completed initialization, enter show ip olm command to find the LMP configuration and use the debug ip lmp packets and debug ip lmp generic command to gather additional context type information and call Cisco technical assistance.

**Error Message** %OLM-5-UNAVAILABLE: Invalid TE Link ID %u in Link Summary message

**Explanation** A Link Summary or Link Summary Ack or Link Summary Nack message has been received with bad TE Link ID. The sending node probably doesn't have LMP configured correctly.

**Recommended Action** Locate the neighbor from which the LMP message with invalid TE Link ID was received and enter show ip olm command and make sure that the port ID mappings between the two nodes are correct

**Error Message** %OLM-5-UNAVAILABLE: LMP %s msg id %u not 1+%u

**Explanation** An LMP message has been received with message id that is not sequential within the Control channel or TE Link. This situation is not caused by the known cases that cause message id sequence to be broken, including local node reboot, neighbor node reboot and neighbor retransmission

**Recommended Action** Enter the show ip olm stat command when this problem occurs and gather the information displayed and call the Cisco technical assistance.

**Error Message** %OLM-5-UNAVAILABLE: LMP rcvd msg from unknown src ip 0x%i, link %

**Explanation** An LMP message has been received from a neighbor that we don't know about. This could be due to the fact that the neighbor in question has not yet been configured on this node.

**Recommended Action** Locate the problem neighbor using the IP address and enter a show ip olm command; gather the displayed info and contact Cisco technical assistance.

**Error Message** %OLM-5-UNAVAILABLE: Link Summary parameter(%s) mismatch

**Explanation** Port ID and other link summary parameters do not match with those on the neighbor in question. The neighbor and/or the local node is not properly configured.

**Recommended Action** Enter the show ip olm command on the local as well as the neighbor node and make sure that the port IDs match.

**Error Message** %OLM-5-UNAVAILABLE: No such neighbor to assign

**Explanation** User attempted to assign interface to invalid neighbor

**Recommended Action** Use show olm to find the correct neighbor name

## ONLINE Messages

This section contains SCP (Switch-module Configuration Protocol) download processor messages.

### ONLINE-2

**Error Message** %ONLINE-2-LCP\_BOOT\_MISMATCH: The system detected LCP boot version mismatch for module in slot [dec], and will upgrade with new LCP boot image bundled into the system image, and power cycle the module.

**Explanation** The system detected LCP boot version mismatch for module. This condition would normally occur if the LCP boot version on the legacy modules is old for the modules, which require rapid boot support. The LCP boot version is upgraded automatically and the module will be power-cycled.

**Recommended Action** No action is required.

## ONLINE-3

**Error Message** %ONLINE-3-UNKNOWN\_CARD\_TYPE: Unknown card type is encountered:  
card\_type = [int]

**Explanation** The card type is unknown or not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ONLINE-6

**Error Message** %ONLINE-6-BOOT\_TIMER: Module %d, Proc. %d. Failed to bring online because of boot timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the boot did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-DNLDFAIL: Module %d, Proc. %d, Runtime image download failed because of %s

**Explanation** The system was not able to download the runtime image to the module/proc because of the displayed reason

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-DNLD\_TIMER: Downloading image to Module [dec], Proc. [dec]. has failed, due to download timer expiry

**Explanation** The system was unable to download the runtime image to the module and processor because the download did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-DOWNLOAD\_TIMER: Module %d, Proc. %d. Failed to bring online because of download timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the download did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-FIND\_MASTER\_FAIL: Module %d, Proc. %d. SCP\_DNLD failed to find master

**Explanation** The system was unable to find the master to download an image to the module and processor within the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-GET\_IMAGE\_FAIL: Module %d, Proc. %d. SCP\_DNLD failed to get image

**Explanation** The system was unable to get the image from the master for downloading to the module and processor.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-INITFAIL: Module %d: Failed to %s

**Explanation** The system failed to bring the module [n] online, due to the displayed reason

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-INVALID\_DNLD\_REQ: Received an unexpected image download request from Linecard Module [dec], Proc [dec]. Linecard image download request reason was [chars]

**Explanation** The system received an image download request from the module and processor complex specified in the message text, but that complex has already downloaded the image and should be initialized and operating normally.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-LCC\_CONFIG\_FAIL: Module %d. LCC Client %s failed to configure at %08x

**Explanation** During a Secure Copy (SCP) download, the Linecard Configuration Coordinator (LCC) client failed to finish configuration of the module.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-LCP\_DNLD: Error while downloading image to Module [dec], Proc. [dec].: [chars]

**Explanation** An error was encountered while downloading an image to a switching module. The first [dec] is the module number, the second [dec] is the process number, and [chars] is the message explanation.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-ONLINE\_TIMER: Module %d, Proc. %d. Failed to bring online because of online timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the online event did not happen in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-READY\_TIMER: Module %d, Proc. %d. Failed to bring online because of ready timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the ASIC initialization did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-REGN\_TIMER: Module %d, Proc. %d. Failed to bring online because of registration timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the registration did not complete in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-RUNNING\_TIMER: Module %d, Proc. %d. Failed to bring online because of running timer event

**Explanation** The system was unable to download the runtime image to the module and processor because the running event did not happen in the allocated time.

**Recommended Action** No action is required.

**Error Message** %ONLINE-6-VSS\_INITFAIL: Switch %d,Module %d: Failed to %s

**Explanation** The system failed to bring the module [n] online, due to the displayed reason

**Recommended Action** No action is required.

**Error Message**

## ONLINEDIAG Messages

**Error Message** %ONLINEDIAG-2-CPU\_SWITCH\_LB\_TST\_PKT\_THRESH\_ERROR: CPU Switch Interface : [dec]/[dec] of online diagnostic packets in error.

**Explanation** The packet loss can be due to congestion.

**Recommended Action** Issue the command **show diag online cpu sw** to get more details about the failure. If this error occurs frequently, contact your technical representative for assistance with the output of the command **show techsupport**.

## ONS15530 Messages

This section contains Cisco ONS 15530 trunk card messages.

### ONS15530-1

**Error Message** %ONS15530-1-DISCOVER\_ENET: Failed to init Ethernet device [dec]

**Explanation** The software could not be initialized.

**Recommended Action** Power down the system, reseat the interface card, and reboot the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### ONS15530-2

**Error Message** %ONS15530-2-UNAVAILABLE: Invalid resource number from PXF (%d). (PLEASE REPORT THIS!)

**Explanation** The PXF hardware diversion path specified a bad resource number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-2-UNAVAILABLE: No memory available for %s

**Explanation** An attempt at memory allocation failed.

**Recommended Action** Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %ONS15530-2-UNAVAILABLE: Out of range Card interface, %d on slot %d

**Explanation** The software specified an out-of-range card interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-2-UNAVAILABLE: Out of range card slot index%d

**Explanation** The software specified an out-of-range card slot index.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-2-UNAVAILABLE: Out of range card slot/subslot pair%d/%d

**Explanation** The software specified an out-of-range card slot/subslot pair.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-2-UNAVAILABLE: Recursive loop while getting the daughtercard info for card type %d

**Explanation** While getting the daughter card info for the chassismib the platform snmp code goes into an infinite loop.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ONS15530-3

**Error Message** %ONS15530-3-UNAVAILABLE: Access to %s temperature sensor failed

**Explanation** Accesses to chassis temperature sensor failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-3-UNAVAILABLE: Err calculating xpolated value: %s

**Explanation** physubcard or idprom ptr is NULL

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-3-UNAVAILABLE: Interrupt %s not expected, masking off

**Explanation** An interrupt of a certain type was signalled, but the interrupt handler for this type of interrupt is not yet installed.

**Recommended Action** This problem should be self-correcting but indicates either a hardware or a software defect. If it's a hardware defect, further problems are to be expected. If it's a software problem, certain types of error and alarm conditions may be left undetected. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %ONS15530-3-UNAVAILABLE: Mismatch in backplane IDPROM, %s:  
Active-side=%d, Sby-side=%d

**Explanation** There are two backplane IDPROMS. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information. Only the first mismatched field is shown. Use a CLI show command to see additional mismatches.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-3-UNAVAILABLE: Mismatch in backplane IDPROM, %s:  
Active-side=%s, Sby-side=%s

**Explanation** There are two backplane IDPROMS. Each is readable by one of the two redundant CPUs. Most IDPROM fields should be programmed by manufacturing to contain identical information. Only the first mismatched string is shown. Use a CLI show command to see additional mismatches.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-3-UNAVAILABLE: Unknown chassis model.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %ONS15530-3-UNAVAILABLE: card in slot [%d/%d] disabled.

**Explanation** The card is being deactivated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## ONS15530-4

**Error Message** %ONS15530-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** The CPU ID could not be read from EEPROM. This is probably due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %ONS15530-4-UNAVAILABLE: Unknown MAC address block size.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

## ONS15530-5

**Error Message** %ONS15530-5-UNAVAILABLE: Compact flash card (disk0) %s

**Explanation** A file system's status has changed. Follow any instructions provided with the message.

**Recommended Action** No action is required.

## OOBP-4

**Error Message** %OOBP-4-UNAVAILABLE: Warning -- oobp can't be used

**Explanation** Async driver can't send out the oobp message because no resource.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OOBP-4-UNAVAILABLE: Warning -- reset async oobp no response

**Explanation** Async driver does not response to the ASYNC RESET command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OPTICAL\_MONITOR Messages

This section contains optical monitoring messages.

### OPTICAL\_MONITOR-4

**Error Message** %OPTICAL\_MONITOR-4-FAILED: [chars] [chars]

**Explanation** The current hardware version cannot support monitoring for the rate that was specified.

**Recommended Action** Specify a different rate for monitoring, if possible. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### OPTICAL\_IF-1

**Error Message** %OPTICAL\_IF-1-UNAVAILABLE: %s, %s: %s

**Explanation** The specified Alarm has been declared or cleared

**Recommended Action** Recommended action is to repair the source of the alarm.

## OPTICAL\_IF-3

**Error Message** %OPTICAL\_IF-3-UNAVAILABLE: %s

**Explanation** The metopt subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OPTICAL\_IF\_ALARMS-3

**Error Message** %OPTICAL\_IF\_ALARMS-3-UNAVAILABLE: High Alarm Threshold for %s on port %s %s

**Explanation** High alarm threshold was exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OPTICAL\_IF\_ALARMS-3-UNAVAILABLE: High Warning Threshold for %s on port %s %s

**Explanation** High warning threshold was exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OPTICAL\_IF\_ALARMS-3-UNAVAILABLE: Low Alarm Threshold for %s on port %s %s

**Explanation** Low alarm threshold was exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OPTICAL\_IF\_ALARMS-3-UNAVAILABLE: Low Warning Threshold for %s on port %s %s

**Explanation** Low warning threshold was exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSCP-3

**Error Message** %OSCP-3-UNAVAILABLE: %s %x

**Explanation** An internal software error occurred. The message contains more information that can be used to identify the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSCP-4

**Error Message** %OSCP-4-UNAVAILABLE: Configuration Error: %s

**Explanation** This message indicates a configuration error in the OSCP subsystem. The message will display more specific information about the cause of problem.

**Recommended Action** Change the configuration to correct the error.

**Error Message** %OSCP-4-UNAVAILABLE: Invalid pkt: %s %d %d

**Explanation** An invalid packet was received from a network peer.

**Recommended Action** Check the originating device for a cause of the corrupted packets.

## OSCP-7

**Error Message** %OSCP-7-UNAVAILABLE: %s

**Explanation** This is an informational message only. It is used by Cisco for testing.

**Recommended Action** Informational messages can be disabled by changing logging level.

## OSM\_MULTILINK Messages

This section contains Optical Services Module distributed multilink (OSM\_MULTILINK) messages.

### OSM\_MULTILINK-3

**Error Message** %OSM\_MULTILINK-3-PROCESS\_FAIL: Process creation failed for [chars]

**Explanation** The system failed to create a process. The probable cause of this condition is that the system has low memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## OSM\_MULTILINK-4

**Error Message** %OSM\_MULTILINK-4-BUNDLEERROR: Bundle([chars]) is not distributed

**Explanation** The bundle specified in the message is not associated with the OSM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-BUNDLENULL: Unexpected bundle missing in [chars] searching for [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-BUNDLEVC: [chars] for vc [dec] and if\_index [dec]

**Explanation** A software error has occurred while a bundle was being provisioned.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-IDBNULL: Unexpected hwidb missing in [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-IPNOTREADY: Bundle process on the line card is not ready to handle message of type [dec]

**Explanation** Bundle is being deleted on the line card due to an **ip cef disable** command and is not ready to process other messages. The most likely cause of this condition is that CEF was disabled and enabled in very quick succession.

**Recommended Action** Reset the line card.

**Error Message** %OSM\_MULTILINK-4-MLPSBNULL: Unexpected subblock missing for [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-NUMLINKS: The bundle had an unexpected number of links([dec]) in [chars]

**Explanation** A software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSM\_MULTILINK-4-QUEUE\_BUNDLE: Not able to queue the bundle ([chars]), Num. of bundles [dec]

**Explanation** A software error has occurred while a bundle was being inserted in the queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSM\_MULTILINK-5

**Error Message** %OSM\_MULTILINK-5-BUNDLEEXCEEDED: Bundle ([chars]) cannot be associated with link ([chars]), max [dec]

**Explanation** The number of bundles has exceeded the limit for the group belonging to the link. The bundle specified in the error message will not work in distributed mode. If the module is CT3 (OSM-CT3 module), then ports 1–12 belong to one group. If the module is a CHOC-3 module (OSM-CHOC-DS0 module), then ports 1–4 belong to one group. If the module is a CHOC-12 module (OSM-CHOC-DS0 module), then port 1 belongs to one group, and port 2 belongs to the second group. Only 168 bundles can be supported per group. The new bundle created will cause an extra load on the RP CPU.

**Recommended Action** Remove the multilink interface that is causing this condition.

**Error Message** %OSM\_MULTILINK-5-CFGERROR: Cannot set up this bundle link-- [chars] to bundle [chars] reason:[chars]

**Explanation** The bundle link could not be set up. A configuration or resource limit has been reached. The bundle may be forced to become inactive (go down). If the line card is a CT3 (OSM-CT3 line card), then ports 1–12 belong to one group. If the line card is a CHOC-3 (OSM-CHOC-DS0 line card), then ports 1–4 belong to one group. If the line card is a CHOC-12 (OSM-CHOC-DS0 line card), then port 1 belongs to one group and port 2 belongs to the second group. Only 168 bundles can be supported per group and each bundle can have a maximum of 12 links.

**Recommended Action** Ensure that all links belong to the same group and slot. Check the number of links in the bundle and number of bundles in the group. After the configuration has been corrected, enter the **shutdown** and **no shutdown** commands on the multilink interface to shut down and restart the interface.

# OSPF Messages

This section contains Open Shortest Path First (OSPF) messages.

## OSPF-3

**Error Message** %OSPF-3-CFG\_NBR\_ALLOC\_FAILED: Could not allocate or find neighbor [IP\_address]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-3-CFG\_NBR\_FAILED: Neighbor [IP\_address] not configured

**Explanation** The configured neighbor options are not valid.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-3-INT\_ATTACHED\_MULTI\_AREAS: Interface [chars] is attached to more than one area

**Explanation** The interface is attached on the interface list to an area other than the one that the interface links to.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-3-INT\_INIT\_FAILED: Init failed for interface [chars], [chars].

**Explanation** The interface initialization failed. The following are possible reasons:

- The area to which the interface is being attached is being deleted.
- It was not possible to create a neighbor datablock for the local router.

**Recommended Action** Remove the configuration command that covers the interface and try again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-3-LSA\_LEN: Area [chars] router-LSA of length [dec] bytes plus update overhead [dec] bytes is too large to flood.

**Explanation** The router tried to build a router-LSA that is larger than the huge system buffer size or the OSPF protocol imposed maximum.

**Recommended Action** If the reported total length (LSA size plus overhead) is larger than the huge system buffer size but less than 65535 bytes (the OSPF protocol imposed maximum), you may increase the huge system buffer size. If the reported total length is greater than 65535, you must decrease the number of OSPF interfaces in the reported area.

## OSPF-4

**Error Message** %OSPF-4-AREA\_ALLOC\_FAIL: Can not allocate memory for area structure

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-4-ASBR\_WITHOUT\_VALID\_AREA: Router is currently an ASBR while having only one area which is a stub area

**Explanation** An ASBR must be attached to an area which can carry AS external or NSSA LSAs.

**Recommended Action** Make the area to which the router is attached into an NSSA or regular area.

**Error Message** %OSPF-4-CFG\_NBR\_INVALID\_NBMA\_OPT: Can not use configured neighbor: cost and database-filter options are allowed only for a point-to-multipoint network

**Explanation** The configured neighbor was found on an NBMA network and either the cost or database-filter option was configured. These options are only allowed on point-to-multipoint type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-4-CFG\_NBR\_INVALID\_NET\_TYPE: Can not use configured neighbor: neighbor command is allowed only on NBMA and point-to-multipoint networks

**Explanation** The configured neighbor was found on a network for which the network type was neither NBMA or point-to-multipoint.

**Recommended Action** No action is required.

**Error Message** %OSPF-4-CFG\_NBR\_INVALID\_P2MP\_OPT: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network

**Explanation** The configured neighbor was found on a point-to-multipoint network and either the poll or priority option was configured. These options are only allowed on NBMA type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-4-CFG\_NBR\_P2MP\_NEEDS\_COST: Can not use configured neighbor: cost or database-filter option is required for point-to-multipoint broadcast network

**Explanation** The configured neighbor was found on a point-to-multipoint broadcast network. Either the cost or database-filter option needs to be configured.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPF-4-INVALID\_METRIC: OSPF-%d Area %s: Router %i originating invalid type %d LSA, ID %i, Metric %d on Link ID %i Link Type %d

**Explanation** The router indicated in this message has originated a Link-State Advertisement (LSA) with an invalid metric. If this is a router LSA and the link metric is zero, routing loops and traffic loss could occur in the network.

**Recommended Action** On the router that originated the reported LSA, configure a valid metric for the given LSA type and link type.

**Error Message** %OSPF-4-INV\_LSA\_BLD\_FLG: Invalid build flag [hex] for LSA [IP\_address], type [dec]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-4-NO\_IPADDRESS\_ON\_INT: No IP address for interface [chars]

**Explanation** The interface is not point-to-point and is unnumbered.

**Recommended Action** Either change the interface type to point-to-point or give the interface an IP address.

**Error Message** %OSPF-4-NO\_OUTPUTQ: Packet not written to the output queue

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-4-NORTRID: OSPF process [dec] failed to allocate unique router-id and cannot start

**Explanation** OSPF failed while attempting to allocate a unique router ID from the IP addresses of its interfaces.

**Recommended Action** Ensure that at least one interface is active (up) and has a valid IP address. If multiple OSPF processes are running on the router, each requires a unique router ID. Configure a unique router ID manually by entering the **router-id** *a.b.c.d* command, or configure an interface in the same VRF table by entering the **ip vrf forwarding** *word* command to which the OSPF process belongs. Configure on that interface an IP address that is not used as a router ID by any other OSPF process.

**Error Message** %OSPF-4-NULL\_LINKAGE: Doubly linked list linkage is NULL

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-4-NULL\_PREV\_LINKAGE: Doubly linked list prev linkage is NULL [hex]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-4-OSPF\_MAX\_LSA: Maximum number of non self-generated LSA has been exceeded "[chars]" - [dec] LSAs

**Explanation** The maximum number of non-self-generated LSAs has been exceeded.

**Recommended Action** Check if some router in the network is generating a large number of LSAs as a result of misconfiguration.

**Error Message** %OSPF-4-OSPF\_MAX\_LSA\_THR: Threshold for maximum number of non self-generated LSA has been reached "[chars]" - [dec] LSAs

**Explanation** The threshold for the maximum number of non-self-generated LSA has been reached.

**Recommended Action** Check if some router in the network is generating a large number of LSAs as a result of misconfiguration.

**Error Message** %OSPF-4-RTRID\_IN\_USE: Router-ID [IP\_address] is in use by ospf process [dec]

**Explanation** An attempt was made to assign a router ID that is in use by another process.

**Recommended Action** Configure another router ID for one of the processes.

**Error Message** %OSPF-4-UNREC\_TIMER: Unrecognized timer [dec] in OSPF [chars]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSPF-6

**Error Message** %OSPF-6-BAD\_LSA\_COUNT: OSPF-%d Area %s: LSA ID %i, Type %d, Adv-rtr %i, LSA counter %s

**Explanation** An internal error was found and automatically corrected in an OSPF Link-State Advertisement (LSA). This error does not affect operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show tech-support ospf** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF-6-PROC\_REM\_FROM\_INT: OSPF process [dec] removed from interface [chars]

**Explanation** The OSPF process was removed from the interface due to IP VRF removal.

**Recommended Action** No action is required.

**Error Message** %OSPF-6-UNREC\_VIRT\_INT\_TYPE: Unrecognized virtual interface [chars]. Treat it as loopback stub route

**Explanation** Because the virtual interface type was not recognized by OSPF, it will be treated as a loopback interface stub route.

**Recommended Action** No action is required.

## OSPF\_NSR Messages

**Error Message** %OSPF\_NSR-2-ISSU\_INIT: ISSU client initialization failed to %s, error: %d (%s)

**Explanation** The OSPF ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-CF\_ADD\_CLIENT: Error adding OSPF checkpoint client: %s

**Explanation** OSPF was not able to register as a client of the checkpoint facility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-CF\_NOMEM: Unable to allocate checkpoint buffer: %s

**Explanation** NSR operation may be degraded because of insufficient memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-CF\_NOMSG: No space in checkpoint buffer

**Explanation** NSR operation may be degraded because of insufficient memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-CHKPT\_MSG: Invalid checkpoint message: %s (%s)

**Explanation** NSR will not operate because of an error in a checkpoint message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-ISSU\_MSG\_SIZE: OSPF%s ISSU client failed to get the MTU for message type %s (%u): %u (%s)

**Explanation** The OSPF ISSU client failed to calculate the MTU for the specified message. The OSPF ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf**, **show issu sessions**, **show issu negotiated versions** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-ISSU\_SESSION\_UNREGISTR: OSPF%s ISSU client failed to unregister session information, error: %d (%s)

**Explanation** The OSPF ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf**, **show issu sessions**, **show issu negotiated versions** commands and your pertinent troubleshooting logs.

**Error Message** %OSPF\_NSR-3-ISSU\_TRANSFORM\_FAIL: OSPF%s ISSU client %s transform failed for message type %d (%s): %d (%s)

**Explanation** The OSPF ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Archive state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach

the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support ospf**, **show issu sessions**, **show issu negotiated versions** commands and your pertinent troubleshooting logs.

## OSPFv3 Messages

This section contains Open Shortest Path First (OSPF) version 3 messages.

### OSPFv3-3

**Error Message** %OSPFv3-3-IPSEC\_POLICY\_SPI\_REUSE: %s %s is already configured with SPI %u.

**Explanation** An attempt was made to use a SPI that has already been used

**Recommended Action** Unconfigure the SPI first, or choose a different one.

**Error Message** %OSPFv3-3-UNAVAILABLE: Could not allocate or find the neighbor

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: DB already exist : area %s lsid %i adv %i type 0x%x

**Explanation** OSPF has a problem locating the LSA, which could lead to a memory leak.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: Flagged as being an ABR without a backbone area

**Explanation** The router was flagged as an Area Border Router (ABR) without backbone area in the router.

**Recommended Action** Restart the OSPF process.

**Error Message** %OSPFv3-3-UNAVAILABLE: Init failed for interface %s, %s.

**Explanation** The interface initialization failed. Possible reasons: 1) The area to which the interface is being attached is being deleted. 2) It was not possible to create the link scope database 3) It was not possible to create a neighbor datablock for the local router

**Recommended Action** Remove the configuration command that covers the interface and then try it again. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: Interface %s is attached to more than one area

**Explanation** The interface is on the interface list for an area other than the one which the interface links to.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: Internal error: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: OSPF is enabled on %s during idb initialization

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: OSPF process %d is changing router-id.  
Reconfigure virtual link neighbors with our new router-id

**Explanation** OSPF process is being reset, and it is going to select a new router-id. This will bring down all virtual links. To make them work again, virtual link configuration needs to be changed on all virtual link neighbors.

**Recommended Action** Change virtual link configuration on all the virtual link neighbors, to reflect our new router-id.

**Error Message** %OSPFv3-3-UNAVAILABLE: Reached unknown state in neighbor state machine

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: if %s if\_state %d

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-3-UNAVAILABLE: lsid %i adv %i type 0x%x gateway %i metric %d network %i mask %i protocol %x attr %x net-metric %d

**Explanation** OSPF found inconsistency between its database and IP routing table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSPFv3-4

**Error Message** %OSPFv3-4-AREA\_MISMATCH: Received packet with incorrect area from [ipv6\_addr], [chars], area [IP\_address], packet area [IP\_address]

**Explanation** An OSPF packet was received with an area ID in its header that does not match the area of this interface.

**Recommended Action** Check the OSPF configuration of the receiver and the sender for inconsistency.

**Error Message** %OSPFv3-4-ASBR\_WITHOUT\_VALID\_AREA: Router is currently an ASBR while having only one area which is a stub area

**Explanation** An ASBR must be attached to an area which can carry AS external or NSSA LSAs.

**Recommended Action** Make the area to which the router is attached into an NSSA or regular area.

**Error Message** %OSPFv3-4-CFG\_NBR\_INVALID\_NBMA\_OPT: Can not use configured neighbor: cost and database-filter options are allowed only for a point-to-multipoint network

**Explanation** The configured neighbor was found on an NBMA network and either the cost or database-filter option was configured. These options are only allowed on point-to-multipoint type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-CFG\_NBR\_INVALID\_NET\_TYPE: Can not use configured neighbor: neighbor command is allowed only on NBMA and point-to-multipoint networks

**Explanation** The configured neighbor was found on a network for which the network type was neither NBMA or point-to-multipoint.

**Recommended Action** No action is required.

**Error Message** %OSPFv3-4-CFG\_NBR\_INVALID\_P2MP\_OPT: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network

**Explanation** The configured neighbor was found on a point-to-multipoint network and either the poll or priority option was configured. These options are only allowed on NBMA type networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-CFG\_NBR\_NOT\_NBMA\_NET: Neighbor command allowed only on NBMA networks

**Explanation** Neighbor command allowed only on NBMA networks.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-CFG\_NBR\_P2MP\_NEEDS\_COST: Can not use configured neighbor: cost or database-filter option is required for point-to-multipoint broadcast network

**Explanation** The configured neighbor was found on a point-to-multipoint broadcast network. Either the cost or database-filter option needs to be configured.

**Recommended Action** Check the configuration options for the neighbor command and correct the options or the network type for the neighbor's interface.

**Error Message** %OSPFv3-4-DBD\_ALLOC\_FAIL: Could not allocate DBD packet

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-DB\_NOT\_FOUND: Can't find LSA database type [hex], area [hex], interface [hex]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-INVALID\_METRIC: OSPFv3-%d Area %s: Router %i originating invalid type 0x%x LSA, ID %u, Metric %d on Link ID %d Link Type %d

**Explanation** The specified router has originated a Link-State Advertisement (LSA) with an invalid metric. If this is a router LSA and the link metric is zero, routing loops and traffic loss could occur in the network.

**Recommended Action** On the router that originated the reported LSA, configure a valid metric for the given LSA type and link type.

**Error Message** %OSPFv3-4-INV\_LSA\_BLD\_FLG: Invalid build flag [hex] for LSA [IP\_address], type [hex]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-NO\_GLOBAL\_ADDR: Could not select a global IPv6 address. Virtual links require at least one global IPv6 address.

**Explanation** A virtual link was configured. For the virtual link to function, a global IPv6 address must be available. However, no global IPv6 address could be found on the router.

**Recommended Action** Configure a global IPv6 address on an interface on this router.

**Error Message** %OSPFv3-4-NO\_OUTPUTQ: Packet not written to the output queue

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-NULL\_LINKAGE: Doubly linked list linkage is NULL

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-NULL\_PREV\_LINKAGE: Doubly linked list prev linkage is NULL [hex]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-RTRID\_IN\_USE: Router-ID [IP\_address] is in use by ospf process [dec]

**Explanation** An attempt was made to assign a router ID that is in use by another process.

**Recommended Action** Configure another router ID for one of the processes.

**Error Message** %OSPFv3-4-TIMER\_ERROR: Error for timer [dec] in OSPF process [chars]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %OSPFv3-4-TWO\_INT\_ON\_LINK: Multiple interfaces ([chars]/[chars]) on a single link detected. This is not supported

**Explanation** OSPFv3 enabled on multiple interfaces that are on the same link is not supported.

**Recommended Action** OSPFv3 should be disabled or made passive on all but one of the interfaces.

**Error Message** %OSPFv3-4-UNREC\_TIMER: Unrecognized timer [dec] in OSPF [chars]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## OSPFv3-5

**Error Message** %OSPFv3-5-UNAVAILABLE: Process %d, Nbr %i on %s from %s to %s, %s

**Explanation** An OSPF neighbor has changed state. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the OSPF process.

**Recommended Action** LOG\_STD\_NO\_ACTION

## OSPFv3-6

**Error Message** %OSPFv3-6-UNREC\_VIRT\_INT\_TYPE: Unrecognized virtual interface [chars]. Treat it as loopback stub route

**Explanation** Because the virtual interface type was not recognized by OSPFv3, it will be treated as a loopback interface stub route.

**Recommended Action** No action is required.

## OUNIC-4

**Error Message** %OUNIC-4-UNAVAILABLE: %s

**Explanation** IOS OS API routine return error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %OUNIC-4-UNAVAILABLE: %s(%s): %s

**Explanation** RSVP API routine return error

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %OUNIC-4-UNAVAILABLE: failed getting local\_port\_id for: neighbor %i, remote\_port\_id=%d

**Explanation** Destination O-UNI client cannot find its own local\_port\_id

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## OTNMGR Messages

**Error Message** %OTNMGR-3-OTN\_STATS\_CREATE\_IF\_FAIL: stats for interface index [dec] could not be created with status [dec]

**Explanation** N/A

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACC Messages

This section contains Cisco 7300 port adapter carrier card (PACC) messages.

### PACC-3

**Error Message** %PACC-3-RXPAKLEN: PA-CC FPGA detected an ingress packet length error on slot [dec]

**Explanation** The PA carrier card has detected a packet length error during reception of an ingress packet. This condition could be caused by one of the following:

- Faulty hardware (either the Cisco 7300 or the PA carrier card)
- A corrupted FPGA image
- A software problem (least likely).

**Recommended Action** If this message occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later Cisco IOS image may have an updated FPGA bundle that could solve the problem. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-TXPAKLEN: PA-CC FPGA detected an egress packet length error on slot [dec]

**Explanation** The PA carrier card has detected a packet length error during transmission of an egress packet. This condition could be caused by one of the following:

- Faulty hardware (either the Cisco 7300 or the PA carrier card)
- A corrupted FPGA image
- A software problem (least likely).

**Recommended Action** If this message occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later Cisco IOS image may have an updated FPGA bundle that could solve the problem. If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PA-0

**Error Message** %PA-0-UNAVAILABLE: Conflict detected when trying to install %s interrupt handler, bay %d.

**Explanation** An attempt was made to register an interrupt handler for either a non-existent port adaptor or the wrong interrupt priority level.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PA-2

**Error Message** %PA-2-UNAVAILABLE: Bad default register(%x) setting(%x) in PA bridge

**Explanation** The software is unable to configure certain settings for the port adapter protocol control information bridge in the specified bay.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Failed to config bridge for PA %d

**Explanation** The system side PCI bridge for this PA failed initialization. The PA will not be operational because of this.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Illegal Port Adaptor type %d in bay %d of %s.

**Explanation** The port adapter is not supported by the controller to which it is plugged into.

**Recommended Action** Remove the port adapter and return the controller to its original configuration.

**Error Message** %PA-2-UNAVAILABLE: Out of range PCI Port Adaptor bay %d

**Explanation** The software specified an out-of-range port adapter bay.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Out of range PCI Port Adaptor interface, %d on bay %d

**Explanation** The software specified an out-of-range port adapter interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA interface data incorrect, %#x

**Explanation** Incorrect PA interface data found

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA interface idb incorrect, %#x

**Explanation** The port adapter system control block (PASCB) data structure indicates a zero interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA interface pa incorrect, %#x

**Explanation** Incorrect PA interface specified

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA interface pascb incorrect, %#x

**Explanation** The port adapter system control block (PASCB) data structure was incorrectly set in the command data structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA interface port\_inst incorrect, %#x

**Explanation** Failure to access port instance internal data

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA interface vcont incorrect, %#x

**Explanation** Incorrect VC interface specified

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA null adapter, %#x

**Explanation** Null PA interface specified

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: PA queue overflow, cmd %#x

**Explanation** PA queue has overflowed; programming lost

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Recursive loop while getting the daughtercard info for PA type %d

**Explanation** While getting the daughter card info for the chassismib the platform snmp code goes into an infinite loop.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Undefined Port Adaptor type %d in bay %d

**Explanation** The software does not have a driver for the port adapter type in the specified bay.

**Recommended Action** Make sure the image you are running is supposed to support this card. Check that the card is properly seated. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Unsupported I/O Controller (type %d) in I/O Bay. The I/O Controller network interfaces will be unavailable.

**Explanation** The software does not have a driver for the port adapter type in the specified bay.

**Recommended Action** Make sure the image you are running is supposed to support this card. Newer I/O Controllers will only work with the -kboot- image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-2-UNAVAILABLE: Unsupported Port Adaptor Bridge %#x in bay %d

**Explanation** The software does not have a driver for that port adapter protocol control information bridge in the specified bay.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PA-3

**Error Message** %PA-3-UNAVAILABLE: Improper insertion for slot %d. Remove and then re-insert the PA

**Explanation** PCI Activation of PA has failed, thus the PA is deactivated and must be removed and then re-inserted.

**Recommended Action** Remove and then re-insert the PA firmly into the slot.

**Error Message** %PA-3-UNAVAILABLE: PA in slot%d (%s) is not supported on this %s

**Explanation** This port adaptor is not supported on this chassis/cpucard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-3-UNAVAILABLE: PA in slot%d (%s) requires base h/w revision of (%d.%d) for this %s

**Explanation** A newer hardware revision of the port adaptor is required for functional operation on this chassis.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-3-UNAVAILABLE: Recommended port adapter configuration exceeded

**Explanation** The total bandwidth of fast and medium bandwidth port adapters exceed the rated capacity of this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

**Error Message** %PA-3-UNAVAILABLE: This PA type (%s) is not supported in slot%d of this %s

**Explanation** This port adaptor is not supported on this slot of this chassis/cpucard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-3-UNAVAILABLE: Unable to create driver for Port Adaptor type %d in bay %d

**Explanation** Possible memory shortage or adaptor hardware error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-3-UNAVAILABLE: port adapter in bay [%d] failed to reset.

**Explanation** An attempt to reset and initialize the port adapter timed out.

**Recommended Action** This situation should correct itself. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PA-3-UNAVAILABLE: port adapter in bay [%d] powered off.

**Explanation** The port adapter is being powered off.

**Recommended Action** This situation should correct itself. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PA-4

**Error Message** %PA-4-UNAVAILABLE: Improper removal for slot %d.

**Explanation** PA was inserted and then removed while being initialised.

**Recommended Action** After an insertion, the PA should be pulled out only after the initialisation is complete. If there is any traffic running through the router, the initialisation can take up to 30 seconds

**Error Message** %PA-4-UNAVAILABLE: PCI activation failed, bay %d, 0x%x

**Explanation** The system received an invalid PCI signal from the port adapter. This is probably due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACKET Messages

This section contains packet messages.

**Error Message** %PACKET-2-ACCESSERROR: Client process %ld attempted to access packet %x owned by process %ld

**Explanation** A packet manager client can only access and modify packets that have been assigned to its process

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-BLOCKERROR: Client process %ld has packet 0x%8x , the buffer 0x%8x has been corrupted.

**Explanation** Data has been written past the end of the previous buffer causing memory to be corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-CHANCREATEFAIL: Packet server fails to create a channel and event manager error: %s

**Explanation** Packet server fails to create an event manager and channel. Clients will be unable to connect to packet server, and packet server will be unable to send and receive messages.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-CHUNKCREATEFAIL: chunk\_create for %s pool failed

**Explanation** The packet manager encountered a chunk creation failure while creating the packet header chunk

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-CONNECTFAIL: Client process %ld failed to connect to Packet Manager (reason %s)

**Explanation** A packet manager client failed to connect to Packet Manager

**Recommended Action** Restart the process which could not connect to Packet Manager. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-CTXERROR: The context information 0x%8x is not valid.

**Explanation** An application to the memory block manager has passed either a context pointer that is not valid.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-DEQUEUEFAIL: Fail to remove client %ld from pak\_client\_list at %s

**Explanation** Can not remove the client from client list queue. This may cause the client fail to reconnect to packet server

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-ENQUEUEFAIL: Fail to insert client %ld into pak\_client\_list at %s

**Explanation** Can not insert the client into client list queue. This causes the client unable to connect to packet server

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-EVENTATTACHFAIL: event attach failure

**Explanation** The packet subsystem encountered an error when registering for synchronous or asynchronous events.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-EVENTBLOCKFAIL: event\_block failure

**Explanation** event block error was encountered when blocking for external events

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-EVENTCONTEXTALLOCFAIL: event\_context\_alloc failure

**Explanation** Failed while allocating the event context

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-GETNODENAMEFAIL: failed to get node name in pakman server init

**Explanation** packet manager server unable to retrieve the hostname for node/linecard

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-HDRPOOLINITFAIL: Packet header pool init failed

**Explanation** Failed to initialize the packet pool headers

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-MEMBLKERROR: Memory block 0x%8x is not valid.

**Explanation** An application to the memory block manager has passed a memory block that is not valid.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-MEMFREEERROR: Memory block 0x%8x has already been freed.

**Explanation** An application to the memory block manager has attempted to free or lock a memory block that is not allocated.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-MUTEXFAIL: mutex %s operation on %s in %s failed; reason %s

**Explanation** Mutex operation failed in the packet server

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-NEXTBLOCKERROR: The next block after buffer 0x%8x (packet 0x%8x) has been corrupted.

**Explanation** Data has been written past the end of the current buffer causing memory to be corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-PTHREADCREATEFAIL: pthread create fail in pakman while creating the %s thread

**Explanation** packet manager server unable to create a new thread

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-PTHREADMUTEXFAIL: pthread\_mutex\_init failed on packet mutex. Reason : %s

**Explanation** The packet manager failed to initialize the global mutex

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-SHMCREATEFAIL: Error in creating the shared buffer mem: %s

**Explanation** Fatal error encountered while creating shared packet buffers

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-SHMCTLFAIL: Error in shm\_ctl: %s

**Explanation** Fatal error encountered while doing the shm\_ctl operations on the shared packet memory

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-BLKDUMP: [chars]

**Explanation** This message is for reporting general messages in the memory management code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-CLNTDISCONN: Handling disconnect for client [dec] ([chars])

**Explanation** The client ID was not found in the previous client list.

**Recommended Action** Remove the client's information from the list of all connected clients. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-CORRUPTPAKHDR: Corruption in packet header [hex], pid [dec], magic [hex], buffer [hex] caller\_pc [hex]

**Explanation** The packet header has become corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-CORRUPTPAKPOOL: [chars] Pool [hex] corrupted, magic [hex]

**Explanation** The packet pool has become corrupted and has failed a consistency check.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-ERRORPUNT: Intransit flag not set in [dec]

**Explanation** A packet that is being redirected across processes does not have the Intransit flag set.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-ERRPAKHDR: Not able to fix corruption in packet header [hex], pid = [dec]

**Explanation** There has been a corruption in the packet header memory and it cannot be fixed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-IFINPUTCOUNTERERROR: Packet: %p with linktype:%d being punted from process: %ld to process: %ld with out decrementing the input\_qcount

**Explanation** An attempt was made to punt the packet from one process to another with the input queue flag set. This means that the input\_qcount was not decremented on the interface where the packet was received. This will lead to input queue throttling on that interface

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-INITFAIL: Packet server initialization failed. Reason : %s

**Explanation** The packet subsystem was not able to initialize properly

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-INITWARNING: Warning(%s) while initializing the packet process

**Explanation** The packet subsystem detected some errors while initializing

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-PACKETHDRDUMP: [chars]

**Explanation** This message is used to report general packet header messages.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-PAK\_INPUTQ\_ERROR: Packet: %p in process: %ld has PAK\_INPUTQ set incorrectly

**Explanation** A packet outside the iosbase has the input queue flag set. This means that a packet was punted from the iosbase to another ION process without decrementing the input queue count

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-PARTICLEPAKDUPFAIL: Particle packet duplication attempted on non-particle packet

**Explanation** Duplication of packet with particles routine is called without the packet containing particles.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-RECOVERBLK: BLOCK [hex] IS SUCESSFULLY RECOVERED AFTER CORRUPTION

**Explanation** Corruption was detected in a memory block, and it was possible to recover the block successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-REFCOUNTERERROR: Bad reference count in packet: %p refcount: %d.

**Explanation** An attempt was made to free a packet that has already been freed

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-REINITSHMEM: Restarting [chars] to reinitialize shared memory because of memory corruption

**Explanation** There has been a memory corruption.

**Recommended Action** Restart the client to reinitialize shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require

assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-3-RESTARTFAIL: Packet server restart failed. Reason : %s

**Explanation** The packet subsystem was not able to restart properly

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## PACC-0

**Error Message** %PACC-0-UNAVAILABLE: %s HW DLLs failed to lock in linecard at slot %d

**Explanation** The port adapter carrier card has failed to initialize. This condition indicates a hardware failure.

**Recommended Action** Remove and reinsert the port adapter carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: show diag *slot-number*. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-0-UNAVAILABLE: %s initialization failure for slot %d, %s

**Explanation** The initialization of a device on the PA carrier card has failed. The error message first specifies the device whose initialization failed. Slot number and either the interface name or more details about the error are displayed at the end of the message. This condition indicates a software error.

**Recommended Action** Show memory summary. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACC-1

**Error Message** %PACC-1-UNAVAILABLE: %s (slot %d) %s allocation failure

**Explanation** The router has failed to allocate sufficient memory for a component of the PA carrier card. This component is displayed after the slot number in the message text.

**Recommended Action** Show memory summary. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACC-3

**Error Message** %PACC-3-UNAVAILABLE: %s Loss of heartbeat from linecard in slot %d

**Explanation** The port adapter carrier card has failed to send keepalives (heartbeats) to the Route Processor (RP). The slot number is specified in the error message. This condition usually indicates a software error.

**Recommended Action** Copy the error message, and any messages preceding this message that may be related to this message, exactly as they appear on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %PACC-3-UNAVAILABLE: Egress packet parity error on slot %d

**Explanation** The FPGA on the PA carrier card detected a parity error on an egress frame.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: **show diag slot-number**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: Egress packet slot ID mismatch on slot %d

**Explanation** The FPGA on the PA carrier card detected a slot ID mismatch on an egress packet

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: `show diag slot-number`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: Ingress packet parity error on slot %d

**Explanation** The FPGA on the PA carrier card detected a parity error on an ingress frame.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: `show diag slot-number`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: No port adapter detected in slot %d

**Explanation** The port adapter carrier card ROM Monitor has not detected any port adapter plugged into the port adapter carrier card.

**Recommended Action** Ensure that the port adapter is plugged correctly into the port adapter carrier card

**Error Message** %PACC-3-UNAVAILABLE: No port adapter type obtained for slot %d

**Explanation** The port adapter carrier card ROM Monitor has not reported any information about the port adapter that is plugged into the port adapter carrier card. This condition could be caused by either a hardware or a software problem and indicates a communication problem between the ROM monitor for the carrier card and the Cisco 7300.

**Recommended Action** Remove and reinsert the port adapter carrier card. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC FPGA Common Logic egress buffer overflow on slot %d

**Explanation** The backplane side of the common logic in the FPGA on the PA carrier card has experienced a buffer overflow for egress packets.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** %PACC-3-UNAVAILABLE: PA-CC FPGA Common Logic egress packet error on slot %d

**Explanation** The backplane side of the common logic in the FPGA on the PA carrier card has experienced an error on an egress packet.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages,

these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC FPGA detected an egress packet length error on slot %d

**Explanation** The PA carrier card has detected a packet length error during transmission of an egress packet.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC FPGA detected an ingress packet length error on slot %d

**Explanation** The PA carrier card has detected a packet length error during reception of an ingress packet.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC FPGA flow control failure from slot %d

**Explanation** The FPGA on the PA carrier card was unable to generate a flow control frame.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC FPGA ingress buffer overflow on slot %d

**Explanation** The FPGA on the PA carrier card detected a failure of hardware flow control for ingress frames.

**Recommended Action** This problem could be caused by either faulty hardware (either the Cisco 7300 or the PA carrier card), by a corrupted FPGA image, or, with a very low likelihood, by software problems. If this occurs frequently, remove and reinsert the PA carrier card. If reseating the card does not fix the problem, a later IOS image may have an updated FPGA bundle that could potentially solve the problem. If this message recurs, do the following: Show dialog *slot-number*). Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC FPGA ingress packet too small error on slot %d

**Explanation** The FPGA on the PA carrier card detected a too small packet for an ingress frame from the PA carrier card CPU interface.

**Recommended Action** Show dialog *slot-number*. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: PA-CC in slot %d has returned to ROM Monitor: %s

**Explanation** The PA carrier card in the slot specified in the error message has experienced a system failure and has returned to ROM monitor mode. Additional information in the error message shows the stack trace from the PA carrier card failure.

**Recommended Action** Show dialog *slot-number*. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC-3-UNAVAILABLE: The PA-CC in slot %d contains a PA with a H/W revision of (%d.%d). The required minimum H/W revision for this PA is (%d.%d).

**Explanation** The port adapter in the slot specified in the error message has a downlevel hardware revision. A newer hardware revision of the port adapter is required for the PA carrier card to function on the chassis.

**Recommended Action** Replace the downlevel port adapter with a port adapter of a later hardware revision. The minimum hardware revision is shown in the error message.

**Error Message** %PACC-3-UNAVAILABLE: Unrecognized port adapter in slot %d

**Explanation** The port adapter carrier card ROM Monitor has detected a Port adapter but was unable to determine the port adapter type from the port adapter ID PROM

**Recommended Action** Remove the port adapter carrier card, then remove the port adapter from the line card. Reinsert the port adapter into the line card and ensure that the port adapter is fully inserted. Close the latch on the port adapter carrier card and reinsert the port adapter carrier card into the router. If the problem persists then insert the port adapter into another router (e.g. a c7200, c7400, c7301 or c7500). If the port adapter is not functional in another router, the port adapter needs to be replaced.

**Error Message** %PACC-3-UNAVAILABLE: Unsupported port adapter (type %d) in slot %d

**Explanation** An unsupported port adapter of the indicated type has been inserted into the PA carrier card in the slot indicated in the error message.

**Recommended Action** Replace the port adapter.

## PACC\_IPC-0

**Error Message** %PACC\_IPC-0-UNAVAILABLE: Cannot create the master seat

**Explanation** The master IPC seat could not be created. The master seat resides on the Route Processor (RP) and the PA Carrier Card was not able to create an entry to the RP seat. This indicates a communication problem with the RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-0-UNAVAILABLE: Doorbell register information incorrect

**Explanation** A number of parameters are passed to the initialization code through registers known as doorbells. The parameters supplied by the RP are of the incorrect type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-0-UNAVAILABLE: Nothing written to doorbells yet

**Explanation** The Route Processor (RP) software has not yet written the information needed by the PA Carrier Card startup code. The startup code does not wait for the data and therefore PA Carrier Card could not be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACC\_IPC\_1

**Error Message** %PACC\_IPC-1-UNAVAILABLE: Cannot create IPC port. IPC error %s

**Explanation** The IPC command port could not be created on the PA Carrier Card. This condition indicates a resource allocation problem in the IPC code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-1-UNAVAILABLE: Cannot open event port. IPC error %s

**Explanation** The IPC port to receive events from the Route Processor could not be opened. The IPC error code is specified at the end of the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-1-UNAVAILABLE: Cannot register local command port. IPC error %s

**Explanation** The IPC local command port could not be registered with the Route Processor. The IPC error code is specified at the end of the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-1-UNAVAILABLE: Unexpected wakeup event %d. Process: %s

**Explanation** An unexpected event was received in process only waiting for timer events. This condition indicates a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-1-UNAVAILABLE: Unrecognised message: %d

**Explanation** The PA Carrier Card received an unrecognized IPC message. The error message shows the unrecognized command. This condition most likely indicates a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACC\_IPC\_3

**Error Message** %PACC\_IPC-3-UNAVAILABLE: Cannot obtain an IPC reply buffer

**Explanation** The PA Carrier Card could not obtain an IPC message buffer to send a reply back to the Route Processor. This condition indicates a resource allocation problem in the IPC code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACC\_IPC-3-UNAVAILABLE: Failed to send IPC message. IPC error %s

**Explanation** An IPC message could not be sent. This condition indicates a resource allocation problem in the IPC code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PACKET-2

**Error Message** %PACKET-2-UNAVAILABLE: An attempt to coalesce memory block 0x%8x with its sibling memory block 0x%8x has failed because the sibling block is not valid.

**Explanation** An attempt to coalesce two memory blocks has failed because a memory block is not valid.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Client process %ld attempted to access packet %x owned by process %ld

**Explanation** A packet manager client can only access and modify packets that have been assigned to its process

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-2-UNAVAILABLE: Client process %ld failed to connect to Packet Manager (reason %s)

**Explanation** A packet manager client failed to connect to Packet Manager

**Recommended Action** Restart the process which could not connect to Packet Manager. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Client process %ld has packet 0x%8x , the buffer 0x%8x has been corrupted.

**Explanation** Data has been written past the end of the previous buffer causing memory to be corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-2-UNAVAILABLE: Client process %ld has packet 0x%8x , the buffer 0x%8x has been overrun.

**Explanation** Data has been written past the end of the buffer causing memory to be corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PACKET-2-UNAVAILABLE: Error in creating the shared buffer mem: %s

**Explanation** Fatal error encountered while creating shared packet buffers

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Error in shm\_ctl: %s

**Explanation** Fatal error encountered while doing the shm\_ctl operations on the shared packet memory

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Fail to insert client %ld into pak\_client\_list at %s

**Explanation** Can not insert the client into client list queue. This causes the client unable to connect to packet server

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Fail to remove client %ld from pak\_client\_list at %s

**Explanation** Can not remove the client from client list queue. This may cause the client fail to reconnect to packet server

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Memory block 0x%8x has already been freed.

**Explanation** An application to the memory block manager has attempted to free or lock a memory block that is not allocated.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Memory block 0x%8x is not valid.

**Explanation** An application to the memory block manager has passed a memory block that is not valid.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Packet header pool init failed

**Explanation** Failed to initialize the packet pool headers

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: Packet server fails to create a channel and event manager error: %s

**Explanation** Packet server fails to create an event manager and channel. Clients will be unable to connect to packet server, and packet server will be unable to send and receive messages.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: The context information 0x%8x is not valid.

**Explanation** An application to the memory block manager has passed either a context pointer that is not valid.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: The memory block manager has detected an ordinal error. Memory block 0x%8x has an ordinal of 0x%4x and a size of 0x%4x. Its corresponding lower sibling memory block 0x%8x has an ordinal of 0x%4x and a size of 0x%4x.

**Explanation** The lower sibling ordinal should be equal to the difference between the higher sibling's ordinal and size.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: The next block after buffer 0x%8x (packet 0x%8x) has been corrupted.

**Explanation** Data has been written past the end of the current buffer causing memory to be corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: chunk\_create for %s pool failed

**Explanation** The packet manager encountered a chunk creation failure while creating the packet header chunk

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: event attach failure

**Explanation** The packet subsystem encountered an error when registering for synchronous or asynchronous events.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: event\_block failure

**Explanation** event block error was encountered when blocking for external events

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: event\_context\_alloc failure

**Explanation** Failed while allocating the event context

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: failed to get node name in pakman server init

**Explanation** packet manager server unable to retrieve the hostname for node/linecard

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: mutex %s operation on %s in %s failed; reason %s

**Explanation** Mutex operation failed in the packet server

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: pthread create fail in pakman while creating the %s thread

**Explanation** packet manager server unable to create a new thread

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-2-UNAVAILABLE: pthread\_mutex\_init failed on packet mutex.  
Reason : %s

**Explanation** The packet manager failed to initialize the global mutex

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## PACKET-3

**Error Message** %PACKET-3-UNAVAILABLE: BLOCK 0x%x IS SUCCESSFULLY RECOVERED AFTER CORRUPTION

**Explanation** Corruption was detected in a memory block, and it was possible to recover the block successfully.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: %s

**Explanation** This is just to report general messages in the memory management code.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: %s

**Explanation** This is just to report general packet header messages.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: %s Pool %x corrupted, magic %x

**Explanation** The packet pool has failed a consistency check as it has got corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Bad reference count in packet: %p refcount: %d.

**Explanation** An attempt was made to free a packet that has already been freed

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Corruption in packet header %x, pid %d, magic %x, buffer %x caller\_pc %x

**Explanation** The packet header has become corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Handling disconnect for client %d (%s)

**Explanation** The client id is not found in the previous client list. Remove the client's information from the list of all connected clients.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Intransit flag not set in %d

**Explanation** A packet being punted across processes does not have the Intransit flag set.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Not able to fix corruption in packet header %x, pid = %d

**Explanation** There has been a corruption in the packet header memory and it cannot be fixed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Packet server initialization failed. Reason : %s

**Explanation** The packet subsystem was not able to initialize properly

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Packet server restart failed. Reason : %s

**Explanation** The packet subsystem was not able to restart properly

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Packet: %p in process: %ld has PAK\_INPUTQ set incorrectly

**Explanation** A packet outside the iosbase has the input queue flag set. This means that a packet was punted from the iosbase to another ION process without decrementing the input queue count

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Packet: %p with linktype:%d being punted from process: %ld to process: %ld with out decrementing the input\_qcount

**Explanation** An attempt was made to punt the packet from one process to another with the input queue flag set. This means that the input\_qcount was not decremented on the interface where the packet was received. This will lead to input queue throttling on that interface

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Particle packet duplication attempted on non-particle packet

**Explanation** Duplication of packet with particles routine is called without the packet containing particles.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Restarting %s to reinitialize shared memory because of memory corruption

**Explanation** There has been a memory corruption. Restart the client to reinitialise shared memory.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %PACKET-3-UNAVAILABLE: Warning(%s) while initializing the packet process

**Explanation** The packet subsystem detected some errors while initializing

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## PAD-2

**Error Message** %PAD-2-UNAVAILABLE: %s called at interrupt level %x

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %PAD-2-UNAVAILABLE: Tty%t, buffer already setup

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears and report it to your technical support representative.

## PAD-3

**Error Message** %PAD-3-UNAVAILABLE: Tty%t, bad return code %d from x3\_getline()

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the error message exactly as it appears and report it to your technical support representative.

## PAGP\_DUAL\_ACTIVE Messages

This section contains Port Aggregation Protocol (PAgP) messages.

### PAGP\_DUAL\_ACTIVE-1

**Error Message** %PAGP\_DUAL\_ACTIVE-1-RECOVERY: PAgP running on [chars] triggered dual-active recovery: active id [enet] received, expected [enet]

**Explanation** PAgP detected that the virtual switches were in a dual-active mode on the specified interface. PAgP caused a switch to go into recovery mode.

**Recommended Action** No action is required.

## PAGP\_DUAL\_ACTIVE-3

**Error Message** %PAGP\_DUAL\_ACTIVE-3-ADD\_TLV\_FAIL: Too few bytes for [chars] TLV in PAgP (reqd. [dec], got [dec]) on port [chars]

**Explanation** The dual-active type-length-value (TLV) could not be added to the PAgP packet due to too few bytes in the packet. PAgP dual-active detection may be disabled as a result.

**Recommended Action** Enter these commands:

```
show switch virtual dual-active summary
show switch virtual dual-active pagp
```

Retrieve the PAgP packet contents by entering these commands:

```
debug condition interface intf
debug pagp packet
```

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-OBJECT\_CREATE\_FAILED: Unable to create "[chars]"

**Explanation** The specified managed object could not be created.

**Recommended Action** No action is required.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The specified process could not be created.

**Recommended Action** No action is required.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-RECOVERY\_TRIGGER: PAgP running on [chars] informing virtual switches of dual-active: new active id [enet], old id [enet]

**Explanation** PAgP received a new active ID on the specified interface, indicating that the virtual switches are in a dual-active mode. When PAgP notifies the virtual switches, one switch will enter recovery mode.

**Recommended Action** No action is required.

**Error Message** %PAGP\_DUAL\_ACTIVE-3-REGISTRY\_ADD\_ERR: Failure in adding to [chars] registry

**Explanation** A function could not be added to the registry.

**Recommended Action** No action is required.

## PAGP\_DUAL\_ACTIVE-4

**Error Message** %PAGP\_DUAL\_ACTIVE-4-NO\_CHNL\_GROUP: Port [chars] channel group not present while [chars]

**Explanation** Although the channel group was expected to be present in a link, it could not be extracted. This error may affect functionality, depending on where it occurred. This message indicates a software bug, and should not be seen under normal operation

**Recommended Action** Enter these commands:

```
show switch virtual dual-active summary
show switch virtual dual-active pagp
```

Retrieve the PAGP packet contents by entering these commands:

```
debug condition interface intfc
debug pagp packet
```

Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# PAGP\_SWITCH\_ISSU Messages

This section contains Port Aggregation Protocol (PAgP) switch in-service software upgrade (ISSU) messages.

## PAGP\_SWITCH\_ISSU-3

**Error Message** %PAGP\_SWITCH\_ISSU-3-BUFFER: PAGP SWITCH ISSU client failed to get buffer for message, error %d

**Explanation** The port aggregation protocol (PAgP) switch ISSU client was unable to get buffer space for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-CAPABILITY: PAGP SWITCH ISSU client %s

**Explanation** During capability negotiation, the PAGP switch ISSU client detected an error that will result in a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-INIT: PAGP SWITCH ISSU client initialization failed at %s, error %s

**Explanation** The PAGP switch ISSU client could not be initialized. This condition will cause catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-MSG\_NOT\_OK: PAGP SWITCH ISSU client message %d is not compatible

**Explanation** The PAGP switch ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-MSG\_SIZE: PAGP SWITCH ISSU client failed to get the message size for message %d

**Explanation** The PAGP switch ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-POLICY: PAGP SWITCH ISSU client message type %d is %s

**Explanation** The PAGP switch ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-SEND\_FAILED: PAGP SWITCH ISSU client failed to send a negotiation message, error %d

**Explanation** The PAGP switch ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-SESSION: PAGP\_SWITCH ISSU client %s

**Explanation** The PAGP switch ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-SESSION\_UNREGISTRY: PAGP SWITCH ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The PAGP switch ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PAGP\_SWITCH\_ISSU-3-TRANSFORM: PAGP SWITCH ISSU client %s transform failed, error %s

**Explanation** The PAGP switch ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the PAGP\_SWITCH state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## PARSER Messages

This section contains parser messages.

### PARSER-2

**Error Message** %PARSER-2-UNAVAILABLE: Interrupts disabled in mode %s by command '%s'

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## PARSER-3

**Error Message** %PARSER-3-BADUNLOCKREQ: Unlock requested by process '[dec]'. You are not the lock owner

**Explanation** A configuration unlock has been requested by an alien.

**Recommended Action** Check the code flow for an unwanted configuration unlock request.

**Error Message** %PARSER-3-CFGLOG\_CLI\_INITFAILED: Initialization of the Config Log CLI failed.

**Explanation** Initialization of the configuration log CLI failed. Configuration logging CLI commands may not be accessible. The configuration logger may not be accessible by using Cisco IOS software CLI commands.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_EMPTYCMD: User:[chars]

**Explanation** The user specified entered an empty command for which a log attempt was made. Normally, empty commands will not be logged.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_INCONSISTENT: User:[chars] command:[chars]

**Explanation** When logging a command entered by CLI, the configuration logger detected an inconsistency in the log. This inconsistency may result in a failure to log the command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_INITFAILED: Initialization of the Config Log subsystem failed.

**Explanation** During initialization of the configuration logger subsystem, one or more queues or data structures that are essential to the configuration logger could not be set up. As a result, the configuration logger will not be available for use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Execute a **show version** command. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_NOMEM: User:[chars] [chars]

**Explanation** The command that was entered could not be logged because of a lack of memory. The configuration logger will free old entries one by one until the system logger (syslog) has enough memory to log the command so that an NMS can receive notification of it.

**Recommended Action** Attempt to free up memory on the router by stopping nonessential processes or unused features that may be running. Once sufficient memory is available, this message no longer appears.

**Error Message** %PARSER-3-CFGLOG\_NOUSER: Command: [chars]

**Explanation** The user could not be determined while this command was being logged. The command could not be saved in the configuration log.

**Recommended Action** Copy the error message exactly as it appears. Enter the **show version** command, and copy the displayed information. Determine (if possible) which users are currently logged in to the router, and who was copying configuration files or executing commands in global configuration mode (or via SNMP or HTTP). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_PERSIST\_APPLY\_CMD\_FAILED: Configuration logger persistency: Applying config command '[chars]' failed. result '[dec]'.

**Explanation** When applying the command to the running configuration, the parser returned an error.

**Recommended Action** Verify that no other process locks the configuration mode during this time. The parser could be locked by the HA or SNMP or by some other process.

**Error Message** %PARSER-3-CFGLOG\_PERSIST\_DB\_OPEN\_FAILED: Configuration logger persistency: opening persist db failed. File '[chars]'.

**Explanation** The file open for writing or reading persisted commands has failed.

**Recommended Action** Check for the file system availability. The file system might have been corrupted. Try formatting the file system.

**Error Message** %PARSER-3-CFGLOG\_PERSIST\_FILESYS\_FULL: Configuration logger persistency: Add command to persistent db failed. File system '[chars]' full.

**Explanation** When logging a CLI command to the configuration logger persistent database, the configuration logger persistency detected zero bytes free in the file system.

**Recommended Action** Check the space available in the file system. Enter the **dir filesystemname:** command to display the free bytes. Clear some space for the configuration logger persistency feature to continue to store the config commands logged in the persistent database.

**Error Message** %PARSER-3-CFGLOG\_PURGEFAILED: Purge config log failed.

**Explanation** An attempt to purge some of the configuration log entries failed.

**Recommended Action** Copy the error message exactly as it appears. Execute a show version command, and copy the displayed information. Contact your technical support representative with this information.

**Error Message** %PARSER-3-CFGLOG\_RESIZE\_FAILED: Could not resize the config logger to new size: [dec]

**Explanation** Due to an internal error, a request to resize the configuration log was not carried out. Besides a failure to resize, there should be no change in the behavior of the configuration logger.

**Recommended Action** Copy the error message exactly as it appears. Enter the **show version** command, and copy the displayed information. Determine (if possible) which users are currently logged in to the router, and who was copying configuration files or executing commands in global configuration mode (or via SNMP or HTTP). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CFGLOG\_SESSIONERR: Could not delete config log session: [dec] for user: [chars].

**Explanation** When a user logged out, the configuration logger was unable to clean up information about the user's login session. The result might be a memory leak or an inability to add new commands to the configuration log.

**Recommended Action** Copy the error message exactly as it appears. Enter the **show version** command, and copy the displayed information. Determine (if possible) which users are currently logged in to the router, and who was copying configuration files or executing commands in global configuration mode (or via SNMP or HTTP). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSER-3-CONFIGNOTLOCKED: Unlock requested by process '[dec]'. Configuration not locked.

**Explanation** A configuration unlock was requested on a free lock.

**Recommended Action** Check the code flow for an excess configuration unlock request.

## PARSER-4

**Error Message** %PARSER-4-INVLDSTYNTX: Syntax clean up called while not syntax checking. FuncPtr / Context [chars]

**Explanation** Functions were mistakenly called. There may be more than those listed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PARSER-5

**Error Message** %PARSER-5-CFGLOG\_LOGGEDCMD: User: [chars] logged command: [chars]

**Explanation** The configuration logger, which logs every CLI command, has an option to log messages to system logging (syslog). If this option is enabled, this message will be displayed every time a CLI command is processed. This message does not denote any error condition and is a part of the normal operation of the parser and configuration logger.

**Recommended Action** If you prefer not to see this syslog message, enter the **no cfglog send to syslog** command.

**Error Message** %PARSER-5-CFGLOG\_PERSIST\_APPLY\_ON\_RELOAD: Apply persisted config cmds on reload switched off

**Explanation** The switch that controls the persisted commands applied during reload is set to off.

**Recommended Action** From the ROMMON prompt, verify the value of the ROMMON **logpersistreload** variable. This variable might have been intentionally set to off.

## PARSER-6

**Error Message** %PARSER-6-CONFIGLOCKCLEARED: Configuration lock cleared by user '[chars]' process '[dec]' from terminal '[dec]'

**Explanation** The configuration lock was cleared using the **clear configuration lock** command.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %PARSER-6-CONFIGLOCKNOTSUPPORTED: Configuration lock not supported for this transport '[chars]'

**Explanation** The configuration lock was enabled from a transport other than Telnet or SSH.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %PARSER-6-EXPOSEDLOCKACQUIRED: Exclusive configuration lock acquired by user '[chars]' from terminal '[dec]'

**Explanation** An exclusive configuration lock was acquired by the user.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %PARSER-6-EXPOSEDLOCKRELEASED: Exclusive configuration lock released from terminal '[dec]'

**Explanation** An exclusive configuration lock was released by the user.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %PARSER-6-LI\_VIEW\_INIT: LI-View initialised.

**Explanation** A lawful intercept (LI) view was successfully initialized.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_CREATED: super view '%s' successfully created.

**Explanation** A super view was successfully created and the system has entered the view configuration mode.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_DELETED: super view '%s' successfully deleted.

**Explanation** A super view was successfully deleted.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_EDIT\_ADD: view %s added to superview %s.

**Explanation** A view was successfully added to the super view. All view related configuration can now be accessed from the super view.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-SUPER\_VIEW\_EDIT\_REMOVE: view %s removed from superview %s.

**Explanation** A view was successfully removed from the super view.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-VIEW\_CREATED: view '%s' successfully created.

**Explanation** A view was successfully created and the system has entered the view configuration mode.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-VIEW\_DELETED: view '%s' successfully deleted.

**Explanation** The required view was successfully deleted.

**Recommended Action** No action is required.

**Error Message** %PARSER-6-VIEW\_SWITCH: successfully set to view '%s'.

**Explanation** The view was successfully selected.

**Recommended Action** No action is required.

## PARSE\_RC Messages

This section contains PARSE\_RC-related error messages.

### PARSE\_RC-3

**Error Message** %PARSE\_RC-3-PRC\_INTERRUPT: [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSE\_RC-3-PRC\_INVALID\_BLOCK\_PTR:

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSE\_RC-3-PRC\_INVALID\_CSB:

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSE\_RC-3-PRC\_OUT\_OF\_RANGE\_ENUM: [chars] had value [int]

**Explanation** An out-of-range parameter was passed to an internal API.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PARSE\_RC-3-PRC\_UNRECOGNIZED\_ERROR: error value '[dec]' is not currently mapped

**Explanation** An unrecognized error was caught and remapped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PARSE\_RC-4

**Error Message** %PARSE\_RC-4-PRC\_NON\_COMPLIANCE: `[chars]`

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PARSE\_RC-6

**Error Message** %PARSE\_RC-6-PRC\_DISABLE: Parser PRC Feature Disabled

**Explanation** The parser return code (PRC) feature is disabled.

**Recommended Action** No action is required.

**Error Message** %PARSE\_RC-6-PRC\_ENABLE: Parser PRC Feature Enabled. PRC logs are displayed for configuration commands alone

**Explanation** The parser return code (PRC) feature is enabled. PRC logs are displayed for configuration commands alone.

**Recommended Action** No action is required.

## PATCH-3

**Error Message** %PATCH-3-UNAVAILABLE: Channel mismatch between %s and %s

**Explanation** Channel mismatch when creating patch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PBI\_OPEN Messages

This section contains programmable binary file data processing (PBI\_OPEN) messages.

### PBI\_OPEN-4

**Error Message** %PBI\_OPEN-4-ERROR\_ALLOC: %Error: Can't allocate [dec] bytes for pbi data

**Explanation** The system is unable to allocate required memory to access the file.

**Recommended Action** Check the memory usage of the system and retry the operation.

**Error Message** %PBI\_OPEN-4-ERROR\_OPEN: %Error: Can't open [chars]

**Explanation** The system is unable to open the file specified.

**Recommended Action** Ensure that the filename is correct. Enter the **dir** command to verify the file name.

**Error Message** %PBI\_OPEN-4-ERROR\_READ: %Error: pbi file [chars] read failed

**Explanation** An unknown error has occurred while the system was copying the PBI program file to a local buffer.

**Recommended Action** The file name is specified in the message by [chars]. Enter the **del filename** command to remove the file. Use the **copy** command to recopy the file from a known good source to its desired destination *filename*. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PBI\_OPEN-4-ERROR\_SIZE: %Error: Bad file size [chars]

**Explanation** The file is too small or too large for a PBI program file.

**Recommended Action** Enter the **dir** command and verify the size of the file. Retry the operation.

## PBR Messages

This section contains Policy-Based Routing (PBR) messages.

### PBR-2

**Error Message** %PBR-2-NO\_RMAP: Cannot create PBR data structures for route-map [chars]

**Explanation** The PBR manager could not allocate the data structures needed to describe a route map being used for policy routing. This condition is probably caused by lack of available memory.

**Recommended Action** Use a less complicated configuration that requires less memory.

### PBR-3

**Error Message** %PBR-3-INSTALL\_FAIL: Policy route-map [chars] not installed in hardware

**Explanation** The PBR manager was unable to install the complete route map in the hardware, so it will have to be applied in software. This requires the packets to be forwarded by the CPU.

**Recommended Action** Reconfigure the route map to use a simpler configuration. Use the same route map on multiple interfaces, if possible.

**Error Message** %PBR-3-MERGE\_FAIL: [chars] ACL merge error [dec] on route-map [chars]

**Explanation** The PBR manager could not complete the merge of the configured route map into a form suitable for loading into the hardware. The most likely cause is specifying an ACL that is too large or too complex for the system to handle.

**Recommended Action** Try specifying a smaller and less complicated configuration.

**Error Message** %PBR-3-NO\_LABEL: Cannot allocate label for route-map [chars]

**Explanation** The PBR manager could not allocate a label for this route map. This means that the hardware cannot be programmed to implement policy routing. There is a limit of 247 labels for policy routing

**Recommended Action** Use a less complicated configuration that allows label sharing. Use the same route maps on multiple interfaces, if possible.

**Error Message** %PBR-3-UNSUPPORTED\_RMAP: Route-map [chars] not supported for Policy-Based Routing

**Explanation** The route map attached to an interface for policy routing contains an action that is not supported on this platform. This is a hardware limitation.

**Recommended Action** Reconfigure the route map. Use only **permit** entries and **set ip next-hop** actions in the route map.

## PBR-4

**Error Message** %PBR-4-CPU\_SUPPORTED\_ACTION: Set action in sequence [dec] of route-map [chars] supported by forwarding to CPU

**Explanation** The route map attached to an interface for policy routing contains an action that is not supported in hardware, such as a **set interface**, **set ip default next-hop**, **set default interface**, or **set ip df** action. Because the action is not supported in hardware, the packets must be forwarded by the CPU.

**Recommended Action** Reconfigure the route map. Use only **set ip next-hop** in the route map, if possible.

**Error Message** %PBR-4-RETRY\_INSTALL: Route-map [chars] installed in hardware upon retry

**Explanation** The PBR manager was able to fit the complete configuration into the hardware. One or more route maps had previously not been loaded because of lack of space.

**Recommended Action** No action is required.

# PCIELIB Messages

This section contains The PCI library messages.

## PCIELIB-1

**Error Message** %PCIELIB-1-NULL\_RC: The pointer to root complex [[dec]] is NULL.

**Explanation** The pointer to the specified root complex is NULL.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## PCIELIB-2

**Error Message** %PCIELIB-2-INSERT\_FAILURE: Failed to insert [hex] into [chars] list.

**Explanation** Failed to insert item into the specified list.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PCIELIB-2-MMAP\_FAILURE: Failed to perform mmap for [chars], errno = [chars].

**Explanation** Failed to perform mmap for the specified memory

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PCIELIB-2-NO\_JID: Could not get my job id. pid [dec]

**Explanation** Could not get my job id

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PCIELIB-2-PCIELIB\_INIT: Could not initialize PCIE library for process [dec]

**Explanation** Could not initialize PCIE library.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PCIELIB-2-REMOVE\_FAILURE: Failed to remove [hex] from [chars] list.

**Explanation** Failed to remove item from the specified list

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PCIELIB-3-REUSE\_LAWBAR: LAWBAR #[dec] is used. orig value = [hex].

**Explanation** The specified LAWBAR register was used for other purpose.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## PCIELIB-3

**Error Message** %PCIELIB-3-SHM\_OPEN\_FAIL: Failed to open shm [chars] errno = [chars].

**Explanation** Failed to open the specified shared memory.

Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter

<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## PCMCIAFS Messages

This section contains PCMCIA disk messages.

### PCMCIAFS-3

**Error Message** %PCMCIAFS-3-RESETERR: PCMCIA disk [dec] [chars]

**Explanation** A PCMCIA disk could not be reset while the system was being initialized or reloaded. This condition will cause a transient disk error or disk timeout error when the ROMMON initialization code tries to read the DIB. This is a transient error and the system will be able to access the disk and continue normal operation.

**Recommended Action** This is an informational message only. No action is required.

### PCMCIAFS-4

**Error Message** %PCMCIAFS-4-DFS\_FCK\_ERR: Error while running fsck on the file [chars].

**Explanation** The fsck process was running in a loop while walking through the cluster chain of a file and has aborted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PCMCIAFS-5

**Error Message** %PCMCIAFS-5-UNAVAILABLE: Error during close of the file %s. %s

**Explanation** An error occurred during a file close operation.

**Recommended Action** Enter the **fsck** *filesystem prefix*: command to check and attempt to repair the disk. If this does not fix the problem, format the disk.

**Error Message** %PCMCIAFS-5-UNAVAILABLE: PCMCIA disk %d %s

**Explanation** The system cannot boot an image from the PCMCIA Flash disk because the Device Information Block is different. The Flash disk can be read by the router, but will require formatting by the router before an image can be booted from it.

**Recommended Action** Follow any instructions provided in the error message. Before storing an image in the Flash disk and trying to boot from this device, enter the format command to format the flash disk from the router. Then copy the desired image to the Flash disk and then boot from this device.

## PERUSER-3

**Error Message** %PERUSER-3-UNAVAILABLE: %s %s: Can not apply configuration to ISDN channel: %s

**Explanation** Configuration can not be applied to individual ISDN channels.

**Recommended Action** You need virtual-profiles and virtual-access interfaces to apply configuration to ISDN. See the section on virtual-profiles in your manual.

## PF\_ASIC Messages

This section contains protocol filtering messages.

## PF\_ASIC-3

**Error Message** %PF\_ASIC-3-ASIC\_DUMP: [[dec]:[hex]] [chars] = [hex]

**Explanation** This message includes relevant ASIC counters that might help to diagnose the problem with the switching bus.

**Recommended Action** Copy this message and the SWITCHING\_BUS\_IDLE message exactly as they appear on the console or in the system log. Contact your Cisco technical support representative with the output. Include this output along with SWITCHING\_BUS\_IDLE error message.

## PF-ETHERCHANNEL Messages

This section contains Policy Feature Card Etherchannel messages.

**Error Message** %PF\_ETHERCHANNEL-3-MLACP\_EXTENDED\_MISMATCH: An inconsistency was detected between the operational and the configured mlacp-extended mode. Reloading. ([chars])

**Explanation** This error message is printed if there is an inconsistency between the persistent storage stored mode and the configuration mode. It will be display on the SP on boot-up.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## PGM-3

**Error Message** %PGM-3-UNAVAILABLE: Failed to allocate %s state

**Explanation** Resources (memory) for retransmit state are exhausted or otherwise not serviceable.

**Recommended Action** Manually clear all retransmit state (clear ip pgm router) or deconfigure and reconfigure PGM. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PGM-3-UNAVAILABLE: Failed to free %s state

**Explanation** Resources (memory) for retransmit state are not serviceable.

**Recommended Action** Manually clear all retransmit state (clear ip pgm router) or deconfigure and reconfigure PGM. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PGM-6

**Error Message** %PGM-6-UNAVAILABLE: Invalid %s address %i in %s

**Explanation** Received the packet with invalid address.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PGM-6-UNAVAILABLE: Malformed packet: %s

**Explanation** A PGM packet did not pass the internal sanity check.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PGM-6-UNAVAILABLE: Pak for %i received on %i, fixed input interface

**Explanation** A PGM packet was recieved on an interface other than the one it was addressed to.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PGM-6-UNAVAILABLE: TSI group changed from %i to %i

**Explanation** A PGM SPM advertising a new group for the TSI was processed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PGM-6-UNAVAILABLE: TSI source changed from %i to %i

**Explanation** A PGM SPM advertising a new source for the TSI was processed.

**Recommended Action** LOG\_STD\_NO\_ACTION

## PGMHOST-6

**Error Message** %PGMHOST-6-UNAVAILABLE: Matched TSI but failed to match dport; expected %d actual %d

**Explanation** An incorrectly structured packet has been received from the network.

**Recommended Action** Investigate and fix the other implementation of PGM.

## PG\_TCP-3

**Error Message** %PG\_TCP-3-UNAVAILABLE: %s

**Explanation** Error Messages

**Recommended Action** Try the debug command.

## PF Messages

**Error Message** %PF-4-MEM\_UNAVAIL: Memory was not available to perform the protocol filtering action

**Explanation** Protocol filtering is unable to operate because of a lack of memory

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %PF-4-PROC\_START\_ERR: Protocol filtering unable to start

**Explanation** The protocol filtering process was unable to be created for unknown reasons.

**Recommended Action** Start protocol filtering again in case the condition was transient. If this still fails, reload the device

**Error Message** %PF-4-UNKN\_ERR: An unknown operational error occurred

**Explanation** Protocol filtering is unable to operate because an internal operation generated an error which was not expected to ever happen

**Recommended Action** Because of the unexpected nature of the problem, the only recommended action is to reload the device

**Error Message** %PF-5-SPANDSTOFF: Protocol filtering disabled on interface %s because it is a span destination

**Explanation** Protocol filtering does not operate on span destination. The protocol filtering configuration stays with the span destination port, but it has no effect and does not appear when you show all non-default protocol filters.

**Recommended Action** No action is required.

**Error Message** %PF-5-TRUNKPFOFF: Protocol filtering disabled on interface %s because it is a trunk

**Explanation** Protocol filtering does not operate on trunks. The protocol filtering configuration stays with the trunk port, but it has no effect and does not appear when you show all non-default protocol filters.

**Recommended Action** No action is required.

## PFINIT Messages

This section contains platform initialization (PFINIT) messages.

### PFINIT-1

**Error Message** %PFINIT-1-CONFIG\_SYNC\_FAIL: Sync'ing the [chars] configuration to the standby Router FAILED, the file may be already locked by a command like: show config.

**Explanation** The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

**Recommended Action** Retry the synchronization operation.

**Error Message** %PFINIT-1-CONFIG\_SYNC\_FAIL\_RETRY: Sync'ing the [chars] configuration to the standby Router FAILED, the file may be already locked by a command like: show config. Will attempt to sync [dec] more time[chars]

**Explanation** The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

**Recommended Action** The synchronization operation will be retried the specified number of times.

**Error Message** %PFINIT-1-CONFIG\_SYNC\_FAIL\_SECONDARY\_SYNC\_RETRY: Sync'ing the [chars] configuration to the standby Router FAILED with error: [chars] ([dec]).Will attempt to sync [dec] more time[chars]

**Explanation** The active router could not synchronize its configuration with the redundant router. This condition might be a transient one that was caused by the configuration file being temporarily used by another process.

**Recommended Action** Retry the synchronization operation.

**Error Message** %PFINIT-1-CONFIG\_SYNC\_SIZE\_NULL: Active config file is empty. No sync of the [chars] configuration file required.

**Explanation** The configuration of the active switch was not synchronized with the standby switch because the configuration file of the active switch is empty. This condition might have been the result of the user entering a **write erase** command on the active router prior to synchronization between the active and standby switches.

**Recommended Action** If the empty configuration file was the result of user-entered CLI, no action is required. If this was an unexpected condition, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PFINIT-2

**Error Message** %PFINIT-2-EOBC: %s

**Explanation** The PF subsystem could not send IPC bootstrap messages to RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFINIT-2-IPCSEAT: Unable to add/remove IPC seats for %s

**Explanation** The platform initialization subsystem could not add or remove interprocess communication (IPC) elements (seats).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFINIT-2-NOMEM: NULL

**Explanation** The PF subsystem could not obtain the memory it needed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PFINIT- 4

**Error Message** %PFINIT-4-IPC\_ICC\_INIT\_FAIL: Failed to [chars]

**Explanation** The PF subsystem failed to initialize some IPC/ICC information.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## PFINIT-5

**Error Message** %PFINIT-5-CONFIG\_SYNC\_NOT\_SUPPORTED: Sync'ing the [chars] configuration to the standby Router is not supported.

**Explanation** The configuration has not been successfully synchronized with the standby router. [chars] is the configuration name.

**Recommended Action** No action is required.

## PFINIT-6

**Error Message** %PFINIT-6-ACTIVE\_NON\_VS: Active supervisor is in standalone mode, but SWITCH\_NUMBER rommon variable set on the standby or standby having vsl config. Setting SWITCH\_NUMBER variable in rommon to 0 and resetting the standby.

**Explanation** The active supervisor is up in standalone mode while standby's rommon has SWITCH\_NUMBER set. Clearing SWITCH\_NUMBER rommon variable and resetting the standby.

**Recommended Action** This is an informational message. No action is required.

## PF\_ISSU Messages

This section contains high availability platform in-service software upgrade (ISSU) infrastructure messages.

## PF\_ISSU-3

**Error Message** %PF\_ISSU-3-ISSU\_NEGO\_LC\_RESET: ISSU negotiation failed between endpoint %d and line card %d, for ISSU client %d

**Explanation** ISSU negotiation failed between an endpoint and a line card. The line card must be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu sessions** commands and your pertinent troubleshooting logs.

## PF\_OBFL Messages

This section contains platform on-board failure logging (OBFL) messages.

### PF\_OBFL-5

**Error Message** %PF\_OBFL-5-FEATURE: Platform OBFL [chars] feature initialization fails in slot [dec].

**Explanation** The PF subsystem could not initialize the on-board failure logging (OBFL) feature specified by [chars].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PF\_OBFL-5-STORAGE: Platform OBFL storage ([chars]) initialization fails in slot [dec].

**Explanation** The PF subsystem could not initialize on-board failure logging (OBFL) storage flash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PF\_PRST\_VBL Messages

This section contains platform persistent variable messages.

### PF\_PRST\_VBL-3

**Error Message** %PF\_PRST\_VBL-3-MEDIA: PF persistent variable media error: %s

**Explanation** A media error was detected with the persistent variable PF interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PFREDUN Messages

This section contains Policy Feature Card Redundancy (PFREDUN) messages.

### PFREDUN-1

**Error Message** %PFREDUN-1-VTP\_CONFIG\_DISLOCATE: VTP config file must be in default location for standby supervisor to come online

**Explanation** The redundant supervisor engine failed to come online because the VTP configuration file is not in the default location.

**Recommended Action** Reset the standby supervisor engine, and then configure the VTP configuration file so that it is in the default location.

## PFREDUN-3

**Error Message** %PFREDUN-3-ACTIVE\_FORCED\_TO\_RELOAD: Active not able to operate properly. Standby is ready to take over and forced active to reload.

**Explanation** The active supervisor engine is not operating properly. It is failing to respond. The standby supervisor engine is ready to take over and forces the active supervisor engine to reload.

**Recommended Action** If the active does not reload successfully, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN-3-CCMODE\_MISMATCH: Standby Supervisor cannot support Configured Card Mode [chars] ([hex]) due to [chars] (enf mask [hex], cap mask [hex], msg ver [hex])!

**Explanation** The active supervisor engine is in user-configured mode (for example, DFC-only mode). The active supervisor engine attempts to bring the standby supervisor engine on line, but incompatible software on the standby cannot support this mode. The active keeps the standby in ROMMON mode.

**Recommended Action** Remove the user-configured mode on the active supervisor engine so that the active can bring the standby on line.

**Error Message** %PFREDUN-3-RELOAD\_PEER: Failed to reload VS standby supervisor: %s

**Explanation** Local memory was not big enough to reserve the requested size. Logger buffer will continue with current buffer size

**Recommended Action** You are trying to reserve more space for the logger, which may affect the system performance. Try this command with less memory size.

**Error Message** %PFREDUN-3-STANDBY\_OUT\_OF\_SYNC: Active and Standby are out of sync.

**Explanation** The active supervisor engine and standby supervisor engine are out of synchronization. This condition may be due to communication failure, configuration synchronization failure, or another cause.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN-3-SUP: [chars]

**Explanation** The supervisor engine failed to boot because it detected that the system might contain an invalid combination of supervisor engines.

**Recommended Action** Examine all modules in the system, and look for an invalid combination of supervisor engines.

## PFREDUN-4

**Error Message** %PFREDUN-4-AUTOBOOT: [chars]

**Explanation** The RP experienced a hardware failure or another type of failure. When the redundant system initializes, the redundant supervisor will wait for the RP to initialize. Because the RP cannot initialize due to the failure, the redundant supervisor engine might never initialize. The default wait time for the RP to initialize (three minutes) has now expired, and the autoboot feature for the supervisor engine has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN-4-BOOTSTRING\_INVALID: The bootfile [chars] is not present in standby

**Explanation** The bootfile that is configured is not present on the redundant supervisor engine. If the redundant supervisor engine resets, it will not come up because it will not find the image specified in the bootstring.

**Recommended Action** No action is required.

**Error Message** %PFREDUN-4-EARL\_MISMATCH\_4SUP: In-Chassis Standby being disabled ([chars])

**Explanation** This message indicates that there is an Earl mode mismatch between the In-Chassis Active and the In-Chassis Standby and hence In-Chassis Standby is being disabled.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PFREDUN-4-INCOMPATIBLE: Defaulting to RPR mode (%s)

**Explanation** A runtime incompatibility exists between image versions running on the active and standby supervisors. The redundancy mode will default to route processor redundancy (RPR).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN-4-PFC\_MISMATCH: My PFC [chars] and Other's PCF [chars] mismatch

**Explanation** The active supervisor engine and the redundant supervisor engine have different versions of the PFC daughter card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN-4-PFC\_MISMATCH\_4SUP: In-Chassis Active PFC is [chars]  
In-Chassis Standby PFC is [chars]

**Explanation** This message indicates that the In-Chassis Active and the In-Chassis Standby have different versions of the PFC.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PFREDUN-4-PHYMEM\_MISMATCH: Asymmetrical redundant configuration: Active [chars] has ([int]/[int]K) memory, Standby has ([int]/[int]K).

**Explanation** To support the high availability feature, we recommend that your redundant supervisor engines have symmetrical memory configurations.

**Recommended Action** Upgrade the memory on the supervisor engine with less memory to match the amount of memory on the other supervisor engine.

**Error Message** %PFREDUN-4-SUP\_FORCE\_TO\_ROMMON: Supervisor forced to rommon with reason: [chars]

**Explanation** An application forced the supervisor engine to stay in ROMMON mode with the reason given.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN-4-SUP\_OS: The peer supervisor is running a different operating system.

**Explanation** The active supervisor engine is in user-configured mode (for example, DFC-only mode). The active supervisor engine attempts to bring the standby supervisor engine on line, but incompatible software on the standby supervisor engine cannot support this mode. The active supervisor engine keeps the standby supervisor engine in ROMMON mode.

**Recommended Action** Remove the user-configured mode on the active supervisor engine so that the active supervisor engine can bring the standby supervisor engine on line, or insert a supervisor engine that runs the same operating system as that of the peer supervisor engine.

**Error Message** %PFREDUN-4-VERSION\_MISMATCH: Defaulting to RPR mode ([chars])

**Explanation** There is a mismatch of image versions running on the active supervisor engine and on the redundant supervisor engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PFREDUN-6

**Error Message** %PFREDUN-6-Z\_COOKIE: [chars]

**Explanation** Informational messages regarding the presence of z-switchover cookie

**Recommended Action** No action is required.

## PFREDUN-7

**Error Message** %PFREDUN-7-KPA\_WARN: RF KPA messages have not been heard for [dec] seconds

**Explanation** The RF KPA messages have not been sent from the peer for the specified numbers of seconds. This message is printed after every third KPA timer expiry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# PFREDUN\_SP Messages

This section contains Policy Feature Card Redundancy (PFREDUN) switch processor (SP) messages.

## PFREDUN\_SP-3

**Error Message** %PFREDUN\_SP-3-DIVC\_MODE\_CHANGE: Redundancy mode changed to RPR

**Explanation** The redundancy mode has changed from stateful switchover (SSO) to route processor redundancy (RPR) because one or more base ISSU clients have failed to successfully negotiate an ISSU session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN\_SP-3-DIVC\_MODE\_CHANGE\_RESET: Redundancy mode changed to RPR, standby supervisor being reset

**Explanation** The redundancy mode has changed from SSO to RPR because one or more base ISSU clients have failed to successfully negotiate an ISSU session. The standby supervisor is being reset and will come up in RPR mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PFREDUN\_SP-3-STANDBY\_NEGO\_FAILED: Session not negotiated, resetting the standby sup

**Explanation** Both the active and standby supervisors are ISSU capable but the standby failed to negotiate its platform redundancy ISSU session. The standby supervisor must be reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PHY Messages

This section contains physical layer messages.

### PHY-4

**Error Message** %PHY-4-CHECK\_SUM\_FAILED: SFP EEPROM data check sum failed for SFP interface [chars]

**Explanation** The SFP was identified as a Cisco SFP, but the system was unable to read vendor data information to verify its correctness.

**Recommended Action** Remove and reinsert the SFP. If it fails again in the same way, the SFP may be defective.

**Error Message** %PHY-4-EXCESSIVE\_ERRORS: Excessive FCS, data, or idle word errors found on interface [chars]

**Explanation** The system has detected excessive FCS, data word, or idle word errors on the specified interface.

**Recommended Action** Enter the **show interface** command on the specified interface and check for CRC and other input errors. If errors are excessive, enter the **shut** command followed by the **no shut** command to reset the interface.

# PIM Messages

This section contains Protocol Independent Multicast (PIM) messages.

## PIM-1

**Error Message** %PIM-1-INVALID\_RP\_REG: Received Register from router %i for group %i, %i not willing to be RP

**Explanation** A PIM router received a register message from another PIM router that thinks it is the rendezvous point. If the router is not configured for another rendezvous point, it will not accept the register message.

**Recommended Action** Configure all leaf routers (first-hop routers to multicast sources) with the IP address of the valid rendezvous point.

**Error Message** %PIM-1-SR\_INTERVAL\_SETTING\_ERR: Incompatible SR interval from %i on %s (%d != %d)

**Explanation** A state-refresh capable PIM neighbor on this interface has a different setting for the state-refresh origination interval.

**Recommended Action** Configure all PIM routers connected to this LAN to use the same state-refresh origination interval for their interfaces on the LAN.

## PIM-3

**Error Message** %PIM-3-MVRF\_NULL\_PRM: Null parameter specified for MVRF lookup.

**Explanation** A function to perform a Multicast Virtual Route Forwarding (MVRF) lookup by name detected a NULL input parameter. The intended action cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-RPDF\_NULL\_PRM: Null parameter specified for Bidir RP DF creation.

**Explanation** A function to create a bidirectional route processor (RP) designated forwarder (DF) entry detected a NULL input parameter. The RP DF entry cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UPD\_RPR\_NULL\_PRM: Null parameter specified for Bidir RP route update.

**Explanation** A function to perform an update of the bidirectional RP route information detected a NULL input parameter. The update cannot proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: For multicast route (%i, %i), no register tunnel IDB found for RP %i

**Explanation** During an attempt to install or uninstall a register tunnel interface for an S,G multicast route, the register tunnel entry for the corresponding RP did not specify a tunnel interface. The register tunnel interface can not be added to or removed from the multicast route.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: For multicast route (%i, %i), no register tunnel found for RP %i

**Explanation** During an attempt to install a register tunnel interface for a new S,G multicast route, a search in the PIM register encapsulation tunnel list failed to find the tunnel entry for the corresponding RP. The register tunnel interface can not be added to the multicast route.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Invalid parameter passed while walking the autorp cache to find a group-to-rp mapping for Sparse RP %i. parameter: 0x%x

**Explanation** An invalid parameter was specified while walking the autorp cache to find a Sparse RP match.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Managed timer wakeup received by the PIM register tunnel creation process with no expired timers.

**Explanation** The PIM register tunnel creation process received a wakeup for managed timer expiration, but the API to obtain the first expired timer returned a NULL pointer. The timer expiration can not be handled. Possible loss of PIM register tunnel functionality, including failure of PIM Sparse Mode registration for some multicast groups, may occur as a result.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: NULL RP pointer specified for PIM register tunnel creation.

**Explanation** The caller passed a NULL pointer instead of providing a valid pointer to the RP cache entry for which register tunnel creation was requested. The encapsulation or decapsulation tunnel can not be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: NULL mvrfl specified in PIM register tunnel creation request for RP %i

**Explanation** An NULL mvrfl was specified for creation of a PIM register tunnel associated with the specified RP. The register tunnel can not be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: NULL mvrfl specified in PIM register tunnel entry for RP %i

**Explanation** An NULL mvrfl was specified for the PIM register tunnel associated with the specified RP. The register tunnel can not be used for registration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: NULL mvrf specified in RP mapping notification for RP %i

**Explanation** An NULL mvrf was specified when a PIM RP mapping notification was made.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: No register tunnel IDB found for RP %i. Can't execute pending delete

**Explanation** During an attempt to delete a register tunnel interface that is currently in use for at least one mroute olist entry, the register tunnel entry did not specify a tunnel interface. The register tunnel interface can not be deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Null parameter specified for Bidir RP DF creation.

**Explanation** A function to create a Bidir RP DF entry detected a NULL input parameter. The RP DF entry can not be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Null parameter specified for Bidir RP route update.

**Explanation** A function to perform an update of Bidir RP route information detected a NULL input parameter. The update can not proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Null parameter specified for MVRP lookup.

**Explanation** A function to perform an mvrp lookup by name detected a NULL inputparameter. The intended action can not proceed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Process enqueue for %s register tunnel creation failed for RP %i.

**Explanation** An attempt to enqueue a request for PIM register tunnel IDB creation failed (probably because of a lack of resources). The encapsulation or decapsulation tunnel can not be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Register tunnel MDB client flag allocation failed.

**Explanation** An attempt to allocate a client flag position for use in tracking the number of mroutes using each PIM register tunnel has failed. Register tunnels can be allocated, but can not be deleted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM-3-UNAVAILABLE: Tunnel IDB creation for a PIM register %s tunnel for RP %i failed.

**Explanation** An attempt to create a tunnel IDB for use with a PIM register tunnel has failed. The encapsulation or decapsulation tunnel can not be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PIM-4

**Error Message** %PIM-4-DEPRECATED\_HELLO\_TLV: Deprecated PIM Hello Option TLV %d (%s) from %i (%s)

**Explanation** A PIM neighbor is running old software that uses deprecated Hello Option TLVs. Unless the router is upgraded, DR priority and bidirectional groups may not function properly.

**Recommended Action** Upgrade the routers.

**Error Message** %PIM-4-INVALID\_SRC\_REG: Received Register from %i for (%i, %i), not willing to be RP

**Explanation** A PIM router configured as a rendezvous point received a register message from another PIM router, but the source of the multicast data is disallowed in this RP.

**Recommended Action** No action is required.

## PIM-5

**Error Message** %PIM-5-DRCHG: DR change from neighbor [IP\_address] to [IP\_address] on interface [chars] (vrf [chars])

**Explanation** A PIM neighbor is the new DR on an interface.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PIM-5-NBRCHG: neighbor [IP\_address] [chars] on interface [chars] (vrf [chars]) [chars]

**Explanation** A PIM neighbor has gone up or down on the specified interface.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PIM-5-PROXY: Deny proxy for ([IP\_address], [IP\_address]) from neighbor [IP\_address]

**Explanation** A PIM proxy from the specified neighbor was denied.

**Recommended Action** No action is required.

## PIM-6

**Error Message** %PIM-6-INVALID\_RP\_JOIN: Received (\*, %i) Join from %i for invalid RP %i

**Explanation** A downstream PIM router sent a join message for the shared tree, which this router does not want to accept. This behavior indicates that this router will allow only downstream routers join to a specific rendezvous point.

**Recommended Action** Configure all downstream leaf routers to join to the RP that is allowed by upstream routers toward the validated rendezvous point.

**Error Message** %PIM-6-REG\_ENCAP\_INVALID: Bad register from %i for (%i, %i);  
additional info = %x %x %x %x %x %x %x %x

**Explanation** A PIM router configured as a rendezvous point or with network address translation (NAT) received a PIM register packet from another PIM router. The data encapsulated in this packet is invalid.

**Recommended Action** No action is required.

**Error Message** %PIM-6-SA\_ENCAP\_INVALID: Bad SA from RP %i for (%i, %i); additional  
info = %x %x %x %x %x %x %x %x

**Explanation** A PIM router configured as an MSDP peer received an SA with encapsulated data. The data encapsulated in this packet is invalid.

**Recommended Action** No action is required.

## PIM\_PROT Messages

This section contains Protocol Independent Multicast (PIM) protocol messages.

### PIM\_PROT-3

**Error Message** %PIM\_PROT-3-MSG\_SEND\_ERR: [chars]

**Explanation** An internal error occurred while trying to send a message. Events scheduled to happen on reception of the message, such as deletion of the PIM tunnel IDB, may not take place.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### PIM\_PROT-4

**Error Message** %PIM\_PROT-4-PROTOCOL\_WARNING: [chars] - [chars] [chars] : [chars]

**Explanation** Internal protocol inconsistency warning

**Recommended Action** No action is required.

## PIM\_PROT-6

**Error Message** %PIM\_PROT-6-IDB\_ENABLE: Interface [chars] does not support multicast, not enabled

**Explanation** PIM is not enabled on an interface that does not support multicast.

**Recommended Action** This is an informational message only. No action is required.

## PIM\_PROT-7

**Error Message** %PIM\_PROT-7-INTERNAL\_ERR: [chars]

**Explanation** An internal error has occurred.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PIMSN Messages

This section contains Protocol Independent Multicast (PIM) Snooping (PIMSN) messages.

### PIMSN-6

**Error Message** %PIMSN-6-IGMPSN\_GLOBAL: PIM Snooping global runtime mode [chars] due to IGMP Snooping [chars]

**Explanation** PIM snooping requires that IGMP snooping be enabled. When IGMP snooping is disabled, PIM snooping also becomes disabled. PIM snooping is reenabled when IGMP snooping is reenabled.

**Recommended Action** No action is required. The system is working properly. We recommend that you leave IGMP snooping enabled.

**Error Message** %PIMSN-6-IGMPSN\_VLAN: PIM Snooping runtime mode on vlan [dec] [chars] due to IGMP Snooping [chars]

**Explanation** PIM snooping requires that IGMP snooping be enabled. When IGMP snooping is disabled, PIM snooping also becomes disabled. PIM snooping is reenabled when IGMP snooping is reenabled.

**Recommended Action** No action is required. The system is working properly. We recommend that you leave IGMP snooping enabled.

## PIM\_REG\_TUN

**Error Message** %PIM\_REG\_TUN-3-UNAVAILABLE: Failed to configure service policy on register tunnel.

**Explanation** When the ip pim register-rate-limit CLI command is entered, a rate-limiting policy-map is created. This policy-map is attached to each register tunnel by configuring an output service policy on the tunnel. This message is logged as a result of a failure to configure an output service policy on a register tunnel. This failure may be due to lack of temporary resources, but it may also be caused by platform restrictions on overlapping QoS configurations such as simultaneously having a service policy on a tunnel and on the real interface associated with the tunnel.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PIM\_REG\_TUN-3-UNAVAILABLE: Failed to set un-numbered interface for %s (%s)

**Explanation** The PIM tunnel is not usable without a source address. This can happen because we couldn't find a numbered interface or due to some internal error

**Recommended Action** Manually unconfigure the PIM-SM RP and re-configure it. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM\_REG\_TUN-3-UNAVAILABLE: Lookup of rate-limit policymap %s failed

**Explanation** When the ip pim register-rate-limit CLI command is entered, a rate-limiting policy-map is created. This policy-map is attached to each register tunnel by configuring an output service policy on the tunnel. A policy-map lookup is therefore performed whenever the register-rate-limit command is enabled or disabled. This message is logged as a result of a lookup failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PIM\_REG\_TUN-3-UNAVAILABLE: Unexpected tunnel transport: %u.

**Explanation** An unexpected tunnel transport was detected. The location where the value was detected and the execution path that lead to it may be obtained from the traceback included in this message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PKI Messages

This section contains public key infrastructure (PKI) feature messages.

### PKI-3

**Error Message** %PKI-3-CERTIFICATE\_INVALID: Certificate chain validation has failed.

**Explanation** The certificate is not valid.

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_INVALID\_EXPIRED: Certificate chain validation has failed. The certificate (SN: [chars]) has expired. Validity period ended on [chars]

**Explanation** The certificate validity period indicates that this certificate has expired.

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_INVALID\_NOT\_YET\_VALID: Certificate chain validation has failed. The certificate (SN: [chars]) is not yet valid Validity period starts on [chars]

**Explanation** The certificate validity period indicates that this certificate is not yet valid

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_INVALID\_UNAUTHORIZED: Certificate chain validation has failed. Unauthorized

**Explanation** The certificate is valid but not authorized

**Recommended Action** Verify that the system clock is set correctly.

**Error Message** %PKI-3-CERTIFICATE\_REVOKED: Certificate chain validation has failed. The certificate (SN: [chars]) is revoked

**Explanation** The certificate has been revoked by the CA administrator.

**Recommended Action** Contact the CA administrator to check the status of the certificate.

**Error Message** %PKI-3-CERTRETFAIL: Certificate enrollment failed.

**Explanation** A certificate enrollment transaction failed due to internal error.

**Recommended Action** Contact the CE or copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PKI-3-CS\_CRIT\_STORAGE: Critical certificate storage, [chars], is inaccessible, server disabled.

**Explanation** The critical certificate storage location is inaccessible, so the server is disabled.

**Recommended Action** Make the storage location accessible or reconfigure the storage location.

**Error Message** %PKI-3-GETCARACERT: Failed to receive RA/CA certificates.

**Explanation** A failure was encountered while CA or RA certificates were being parsed or processed.

**Recommended Action** Check the status of the certificate or contact the CA administrator.

**Error Message** %PKI-3-INVALIDCACERT: Failed to process CA certificate.

**Explanation** The CA certificate that was received from the CA server could not be processed.

**Recommended Action** Enter the **parser** command.

**Error Message** %PKI-3-INVALID\_INPUT: The input to the parser command is not correct

**Explanation** The arguments supplied to the **parser** command are not correct.

**Recommended Action** Reenter the command.

**Error Message** %PKI-3-POLLCACERT: Polling CA certificate .....

**Explanation** The CA certificate is being polled.

**Recommended Action** Check to see if the CA server or the LDAP server is on line.

**Error Message** %PKI-3-POLLRACERT: Polling RA certificate .....

**Explanation** The RA certificate is being polled.

**Recommended Action** Check to see if the CA server or the LDAP server is on line.

**Error Message** %PKI-3-POLLROUTERCERT: Polling Router certificate .....

**Explanation** The router certificate is being polled.

**Recommended Action** Check to see if the CA server or the LDAP server is on line.

**Error Message** %PKI-3-QUERYCACERT: Failed to query CA certificate.

**Explanation** A CA certificate from the CA server could not be queried.

**Explanation** Enter the **parser** command.

**Error Message** %PKI-3-QUERY\_KEY: Querying key pair failed.

**Explanation** A public key or private key query attempt using the subject name has failed.

**Explanation** Resubmit the enrollment request. Check the subject name.

**Error Message** %PKI-3-SOCKETSELECT: Failed to select the socket.

**Explanation** The socket could not be selected.

**Explanation** Check for a TCP or socket debugging message to attempt to investigate the problem.

**Error Message** %PKI-3-SOCKETSEND: Failed to send out message to CA server.

**Explanation** A message could not be sent to the CA server. This failure is caused by a problem with the HTTP transaction.

**Explanation** Check the HTTP connection to the CA server.

## PKI-4

**Error Message** %PKI-4-CRL\_LDAP\_QUERY: The CRL could not be retrieved from the specified LDAP server

**Explanation** The certificate revocation list (CRL) is located on an LDAP server but the LDAP query failed.

**Recommended Action** Check that the LDAP server is reachable and online. Verify that the CRL is at the specified location.

**Error Message** %PKI-4-CS\_PUBLISH\_STORAGE: Publish certificate storage, [chars], is inaccessible.

**Explanation** The publish certificate storage location is inaccessible.

**Recommended Action** Make the storage location accessible or reconfigure the storage location.

**Error Message** %PKI-4-NOAUTOSAVE: Configuration was modified. Issue "write memory" to save new certificate

**Explanation** Auto-enroll has obtained a new router key pair and certificate. However, the running configuration was previously modified.

**Recommended Action** Enter the **write memory** command to save the new certificate(s) and key(s).

**Error Message** %PKI-4-NOCONFIGAUTOSAVE: Configuration was modified. Issue a "write memory" to save new IOS PKI configuration

**Explanation** The PKI process has generated a new PKI configuration, but the running configuration was previously modified.

**Recommended Action** Enter a **write memory** command to save the new PKI configuration.

**Error Message** %PKI-4-NOSHADOWAUTOSAVE: Configuration was modified. Issue "write memory" to save new IOS CA certificate

**Explanation** Cisco IOS CA Rollover has generated a shadow CA key pair and certificate. However, the running configuration was previously modified.

**Recommended Action** Enter the **write memory** command to save the new certificates and keys.

## PKI-6

**Error Message** %PKI-6-AUTOENROLL\_KEY\_LOCKED: Auto-enroll failed - RSA keypair is locked

**Explanation** Auto-enroll could not generate a new RSA key pair because the existing RSA key pair is locked.

**Recommended Action** Auto-enroll will retry the enrollment request. Make sure that the existing RSA key pair is unlocked before the next retry.

**Error Message** %PKI-6-AUTOSAVE: Running configuration saved to NVRAM

**Explanation** Auto-enroll has obtained a new router key pair and certificate, and has done an automatic write to memory to save them.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PKI-6-CERTFAIL: Certificate enrollment failed.

**Explanation** A fatal error was encountered during a certificate enrollment operation.

**Recommended Action** Contact the CA administrator.

**Error Message** %PKI-6-CERT\_FATAL\_ERR: [chars]

**Explanation** A fatal error was encountered during a certificate enrollment operation. The operation has been terminated.

**Recommended Action** Contact the CA administrator.

**Error Message** %PKI-6-CERTIFSRECV: Could not receive router's Certificate from file system.

**Explanation** The certificate for the router could not be received from the file system.

**Recommended Action** Verify the enrollment URL and that the router is able to read from the file system.

**Error Message** %PKI-6-CERTIFSEND: Could not send Certificate enrollment request to file system.

**Explanation** The certificate enrollment request could not be sent to the file system.

**Recommended Action** Verify the enrollment URL and that the router is able to write to the file system.

**Error Message** %PKI-6-CERTPENDING: Enter manual authentication ...

**Explanation** The CA server is attempting to manually authenticate the router.

**Recommended Action** Follow the manual authentication procedure.

**Error Message** %PKI-6-CERTREJECT: Certificate enrollment request was rejected by Certificate Authority

**Explanation** A previous certificate enrollment request was received by the Certificate Authority. The CA has rejected the enrollment request.

**Recommended Action** Contact the Certificate Authority administrator.

**Error Message** %PKI-6-CERTRET: Certificate received from Certificate Authority

**Explanation** A previous certificate enrollment request was received by the Certificate Authority. The CA has issued the certificate and sent back a copy

**Recommended Action** No action is required.

**Error Message** %PKI-6-CONFIGAUTOSAVE: Running configuration saved to NVRAM

**Explanation** The PKI process has generated and saved to memory a new PKI configuration.

**Recommended Action** No action is required.

**Error Message** %PKI-6-CS\_DELETE: Certificate Server is deleted.

**Explanation** The certificate server is deleted.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-CS\_DELETE\_TP\_KEY: Trustpoint and key deleted.

**Explanation** The trustpoint and key used by the certificate server are deleted.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-CS\_GRANT\_AUTO: All enrollment requests will be automatically granted.

**Explanation** All enrollment requests will be automatically granted.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-CS\_GRANT\_AUTO\_CACERT: All rollover subordinate CA cert requests will be automatically granted.

**Explanation** All rollover subordinate CA certificate requests will be automatically granted.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-CS\_GRANT\_AUTO\_RA: Enrollment requests coming from known RAs will be automatically granted.

**Explanation** Enrollment requests coming from known RAs will be automatically granted.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-CS\_GRANT\_AUTO\_RACERT: All rollover RA cert requests will be automatically granted.

**Explanation** All rollover RA certificate requests will be automatically granted.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-CS\_REJECT\_AUTO: All enrollment requests will be automatically rejected.

**Explanation** All enrollment requests will be automatically rejected.

**Recommended Action** No action is required. This is an informational message.

**Error Message** %PKI-6-PKCS12EXPORT\_FAIL: PKCS #12 Export Failed.

**Explanation** An attempt to generate and export information conforming to the PKCS #12 format has failed.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PKI-6-PKCS12EXPORT\_SUCCESS: PKCS #12 Successfully Exported.

**Explanation** Information conforming to the PKCS #12 format has been generated and successfully exported.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PKI-6-PKCS12IMPORT\_FAIL: PKCS #12 Import Failed.

**Explanation** An attempt to import information conforming to the PKCS #12 format has failed.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PKI-6-PKCS12IMPORT\_SUCCESS: PKCS #12 Successfully Imported.

**Explanation** Information conforming to the PKCS #12 format has been successfully imported.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PKI-6-SHADOWAUTOSAVE: Running configuration saved to NVRAM

**Explanation** Cisco IOS CA Rollover has generated a shadow CA key pair and certificate, and has executed an automatic **write memory** command to save them.

**Recommended Action** No action is required. This is an informational message.

## PLATFORM Messages

This section contains platform-specific messages.

### PLATFORM-1

**Error Message** %PLATFORM-1-CRASHED: [chars]

**Explanation** The system is attempting to display the crash message from the previous crash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM-3

**Error Message** %PLATFORM-3-FATALCINNAMON: The FPGA controller has received a fatal interrupt, reg=[hex], mask=[hex], config=[hex] - [chars]

**Explanation** The FPGA controller has received a fatal interrupt. This may be a hardware or a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-NO\_HARDWARE\_RESOURCES: Not enough hardware resources. Shutting down [chars]

**Explanation** There are too many VLANs and routed ports on the system.

**Recommended Action** Reduce the total number of VLANs and routed ports to be fewer than 1023. If you require this configuration and connectivity to be maintained across system reboots, save the configuration to NVRAM.

**Error Message** %PLATFORM-3-PW\_REC\_HRPC\_BAD\_LENGTH: Received incompatible length (= [dec]) in set-password-recovery HRPC message from box [dec].

**Explanation** The system has received an incompatible length parameter in a set-password-recovery HRPC message. This condition could be caused by a stack that is operating with incompatible software versions on different stack members.

**Recommended Action** Ensure that all stack members are running compatible software images. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-PW\_REC\_HRPC\_NOT\_ON\_MASTER: Set-password-recovery HRPC msg from box [dec] received on master.

**Explanation** The active stack has received a set-password-recovery HRPC message. These types of messages should only be received on standby systems.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-PW\_REC\_HRPC\_ONLY\_ON\_MASTER: Get-password-recovery HRPC msg from box [dec] received on slave.

**Explanation** A standby switch has received a get-password-recovery HRPC message. These types of messages should only be received by the active stack.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: Get-password-recovery HRPC msg from box %d received on slave.

**Explanation** A slave switch has received a get-password-recovery HRPC message. These messages should only be received by the stack master.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: Not enough hardware resources. Shutting down %s

**Explanation** Too many vlans and routed ports

**Recommended Action** Reduce the total number of vlans and routed ports to be less than 1023. If this configuration and connectivity needs to be maintained across reboots, save the configuration to nvram

**Error Message** %PLATFORM-3-UNAVAILABLE: Received incompatible length (= %d) in set-password-recovery HRPC message from box %d.

**Explanation** The system has received an incompatible length parameter in the set-password-recovery HRPC message. This could be caused by a stack operating with incompatible software versions on different stack members.

**Recommended Action** Make sure that all stack members are running compatible software images. If the problem persists, copy the error message exactly as it appears on the console or in the system log, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %PLATFORM-3-UNAVAILABLE: Set-password-recovery HRPC msg from box %d received on master.

**Explanation** The stack master has received a set-password-recovery HRPC message. These messages should only be received on slave boxes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: Slot %d %s update from version %02d.%02d to version %02d.%02d failed. System may not function properly.

**Explanation** FPGA update failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: Slot %d linecard activation failed after FPGA update, error code = %d

**Explanation** Cannot activate linecard after FPGA update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: Slot %d linecard deactivation failed after FPGA update, error code = %d

**Explanation** Cannot deactivate linecard after FPGA update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: Slot %d linecard reset failed after FPGA update

**Explanation** Cannot reset linecard after FPGA update.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: System FPGA update skipped for slot %d and up due to no user response.

**Explanation** System FPGA update skipped due to no user response

**Recommended Action** Please use 'upgrade fpga all' command under EXEC mode to manually start the whole-system FPGA version check and update process to ensure all the FPGAs in system are compatible.

**Error Message** %PLATFORM-3-UNAVAILABLE: System in minimal boot mode.

**Explanation** System comes up in minimal boot mode. This may due to incompatible FPGA or hardware version or the FPGA may not be properly loaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-3-UNAVAILABLE: The FPGA controller has received a fatal interrupt, reg=%#x, mask=%#x, config=%#x - %s

**Explanation** The FPGA controller has received a fatal interrupt. This may be a hardware or a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM-4

**Error Message** %PLATFORM-4-FPGA\_MISMATCH: FPGA image in slot [dec] (name = [chars], hardware version = [dec].[dec], current fpga version = [chars]) does not match the FPGA image in Cisco IOS software (version [dec].[dec]). Approximate time to update the FPGA image is [dec] minutes.

**Explanation** The version of the FPGA image on the specified card differs from the Cisco IOS software bundled FPGA image version.

**Recommended Action** Update the FPGA image by entering the **upgrade fpga all** command.

**Error Message** %PLATFORM-4-FPGAUPD\_RELOAD\_SKIP: After the FPGA update, the card in slot [dec] was not reloaded. The card should be reloaded for the new FPGA image to take effect.

**Explanation** The FPGA image on the specified card is updated. The new FPGA image will not be operational until the card is reloaded. The FPGA image upgrade will take effect after the next reload of the card. The card was not reloaded due to negative user response to the reload prompt.

**Recommended Action** Reload the card in the specified slot. If the card is a processor, reload the router.

**Error Message** %PLATFORM-4-FPGA\_VER\_INVALID: FPGA version information for the hardware in slot [dec] (fpga [dec]) has not been cached.

**Explanation** An attempt to read the current FPGA version from the cache was unsuccessful. Normally, the FPGA version on the RP and line cards is read from the flash memory device and is cached during the initialization of the card. However, the FPGA image version information for the card in the specified slot has not been cached. This problem is caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-4-UNAVAILABLE: I/O memory size mismatch. Configured size is %d, allocated size is %d

**Explanation** The allocated I/O memory size does not agree with the configured size

**Recommended Action** Reboot router to reallocate I/O memory

**Error Message** %PLATFORM-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** The CPU ID could not be read from EEPROM. This is probably due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM-4-UNAVAILABLE: Old version NPE-175/225 with Rev = 0x%02x system controller. Contact upgrades-info@cisco.com for replacement

**Explanation** NPE board has been recalled due to an errata in the system controller chip.

**Recommended Action** Replace NPE-175/225 Board.

**Error Message** %PLATFORM-4-UNAVAILABLE: Potential loss of external error interrupt, intreg = 0x%x: %s

**Explanation** Cinnamon initialization masked external error interrupts.

**Recommended Action** Verify OIR still functions.

**Error Message** %PLATFORM-4-UNAVAILABLE: System cannot retrieve a compatible bundled FPGA image for slot %d %s (hardware version %d.%d), FPGA version check and update skipped

**Explanation** IOS does not have a compatible FPGA image bundled.

**Recommended Action** Please check the field alerts and other related documents to make sure this particular linecard or NSE is supported. Upgrade the hardware or IOS if needed.

## PLATFORM-6

**Error Message** %PLATFORM-6-UNAVAILABLE: Slot %d %s successfully updated from version %02d.%02d to %02d.%02d.

**Explanation** FPGA update successfully performed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PLATFORM-6-UNAVAILABLE: Slot %d %s update skipped.

**Explanation** FPGA update skipped even though the current FPGA version is potentially incompatible.

**Recommended Action** Please check the field alerts and other related documents and update the FPGA if needed.

## PLATFORM\_CAPABILITY-4

**Error Message** %PLATFORM\_CAPABILITY-4-UNAVAILABLE: Fatal Initialization Error - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAPABILITY-4-UNAVAILABLE: Fatal Initialization Error - %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_CAT2950-3

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Asic driver initialization has failed

**Explanation** One of the ASIC initialization steps has failed. This could be a failure in the PCI configuration setup, I2C initialization, Build-in self test on the internal chip memories, or other miscellaneous initialization steps, due to a hardware defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: C2950 BIST failed for memory %s count %d

**Explanation** During the Power-On Self Test, the Built-In memory test on the internal chip memories has failed. This could be due to an ASIC defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: GBP currently FULL or UNAVAILABLE.

**Explanation** During the switch driver initialization, an error has been detected in the external packet memory. This could be a defect in the ASIC or in the external SDRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Invalid copy %d for table %s

**Explanation** This message means that there was an attempt to read or write an invalid copy of the switch internal memory. This is a recoverable error but should not happen.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Invalid index %d for table %s

**Explanation** This message means that there was an attempt to access an invalid index of the switch internal memory. This is a recoverable error but should not happen.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: PCI address space test failed,Wrote 0x%x, read 0x%x, re-read 0x%x

**Explanation** During the Power-On Self Test, it is found that the PCI address space for the ASIC has not been mapped correctly. This could be a system PCI-bus-related issue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Read memory failed for memory %s at index %d

**Explanation** An attempt to read a valid location in the internal chip memory was failed. This could be due to a hardware defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Register read failed for register %s in %s

**Explanation** An attempt to read a valid location in the internal chip register failed. This could be due to a hardware defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Register write failed for register %s in %s

**Explanation** An attempt to write to a location in the internal chip register failed. This might be caused by writing to an invalid register location, or a defect in the hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: S-channel operation read register failure at addr %x

**Explanation** This message means that there was a failure to read a ASIC register, which might be caused by an invalid register address or an internal bus failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: S-channel operation timeout for opcode %s

**Explanation** This message means that there was a failure to read or write to an ASIC register or a memory location because of an ASIC internal bus failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: The PCI address space initialization failed

**Explanation** During the switch driver initialization, the PCI address space for the ASIC could not be initialized. This could be a system PCI-bus-related issue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: The board information could not be read correctly, initialization failed

**Explanation** During switch driver initialization, there was a failure to read the system board information. This could be a hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: The number of asics expected were %d, PCI bus scan found %d

**Explanation** During the switch driver initialization, incorrect number of ASICs were found on the PCI bus or no ASICs with a correct PCI value was found. This could be caused by a system PCI bus defect, or incompatible software version running on the switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: The switch memory resources could not be allocated for %s, initialization failed

**Explanation** During the switch driver initialization, driver-related memory resources could not be allocated. This could be a hardware defect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Unable to initialize the external packet memory

**Explanation** During the switch driver initialization, there was an error in the external packet memory initialization. This could be a defect in the ASIC or in the external SDRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Unable to read PHY register at addr %x for phy id %x

**Explanation** This message means that there was a failure to read from or write to a PHY register on the switch. This could be caused by a defect in the MII/GMII interface of the switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CAT2950-3-UNAVAILABLE: Write memory failed for memory %s at index %d

**Explanation** An attempt to write to a location in the internal chip memory was failed. This might be caused by writing to an invalid memory location, or a defect in the hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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## PLATFORM\_CAT3550-1

**Error Message** %PLATFORM\_CAT3550-1-UNAVAILABLE: %s

**Explanation** The system is attempting to display the crash message from the previous crash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_CATALYST2950-1-UNAVAILABLE: %s

**Explanation** The system is attempting to display the crash message from the previous crash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_FBM-4

**Error Message** %PLATFORM\_FBM-4-UNAVAILABLE: Fallback bridging on bridge-group %d is experiencing a resource crunch. One or more bridge-groups may not be functional. It will recover automatically when system recovers from resource crunch. Delete the bridge-group to immediately recover.

**Explanation** Fallback bridging could not be configured properly. Most likely cause is TCAM full condition on atleast one stack member

**Recommended Action** Stop all traffic, issue clear mac-address-table dynamic command and restore switch's normal operation

**Error Message** %PLATFORM\_FBM-4-UNAVAILABLE: Fallback bridging recovered from resource crunch.

**Explanation** Fallback bridging has recovered from earlier resource crunch

**Recommended Action** Nothing needs to be done.

## PLATFORM\_IPC-3

**Error Message** %PLATFORM\_IPC-3-UNAVAILABLE: %s

**Explanation** A failure on the master

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_IPC-3-UNAVAILABLE: %s

**Explanation** A failure on the slave

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_IPC-3-UNAVAILABLE: %s

**Explanation** IPC failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_PBR-2

**Error Message** %PLATFORM\_PBR-2-UNAVAILABLE: Cannot create PBR data structures for route-map %s

**Explanation** The PBR manager could not allocate the data structures needed to describe a route-map being used for policy routing. Probably caused by lack of available memory.

**Recommended Action** Use a less complicated configuration that requires less memory.

## PLATFORM\_PBR\_3

**Error Message** %PLATFORM\_PBR-3-UNAVAILABLE: %s ACL merge error %d on route-map %s

**Explanation** The PBR manager could not complete the merge of the configured route-map into a form suitable for loading into the hardware. The most likely cause is specifying an ACL that is too large or too complex for the system to handle.

**Recommended Action** Try specifying a smaller and less complicated configuration.

**Error Message** %PLATFORM\_PBR-3-UNAVAILABLE: Cannot allocate label for route-map %s

**Explanation** The PBR manager could not allocate a label for this route-map. This means that the hardware cannot be programmed to implement policy routing. There is a limit of 247 labels for policy routing

**Recommended Action** Use a less complicated configuration that allows label sharing. Use the same route-maps on multiple interfaces, if possible

**Error Message** %PLATFORM\_PBR-3-UNAVAILABLE: Policy route-map %s not installed in hardware

**Explanation** The PBR manager was unable to install the complete route-map in the hardware, so this will have to be applied in software. This requires the packets to be forwarded by the CPU.

**Recommended Action** Reconfigure the route-map to use a simpler configuration. Use the same route-map on multiple interfaces, if possible

**Error Message** %PLATFORM\_PBR-3-UNAVAILABLE: Route-map %s not supported for Policy-Based Routing

**Explanation** The route-map attached to an interface for policy routing contains an action that is not supported on this platform. This is a hardware limitation.

**Recommended Action** Reconfigure the route-map. Use only 'permit' entries and 'set ip next-hop' action in the route-map.

## PLATFORM\_PBR-4

**Error Message** %PLATFORM\_PBR-4-UNAVAILABLE: %s requires sdm template routing

**Explanation** In order to support this feature, sdm template routing needs to be enabled.

**Recommended Action** Modify the Switch Database Management (SDM) template to enable the switch to support the routing template. Use the sdm prefer routing configuration command, and then reload the switch by using the reload privileged EXEC command.

**Error Message** %PLATFORM\_PBR-4-UNAVAILABLE: Route-map %s installed in hardware upon retry

**Explanation** The PBR manager was able to fit the complete configuration into the hardware. One or more route-maps had previously not been loaded because of lack of space.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PLATFORM\_PBR-4-UNAVAILABLE: Set action in sequence %d of route-map %s supported by forwarding to CPU

**Explanation** The route-map attached to an interface for policy routing contains an action that is not supported in hardware since it contains a 'set interface', 'set ip default next-hop', 'set default interface' or 'set ip df' actions. This requires the packets to be forwarded by the CPU.

**Recommended Action** Reconfigure the route-map. Use only 'set ip next-hop' in the route-map, if possible.

## PLATFORM\_PM-3

**Error Message** %PLATFORM\_PM-3-UNAVAILABLE: Unit number %d of interface %s is more than max allowed value of %d

**Explanation** System supports limited number of interfaces for each interface type. User created more than supported interfaces

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_PM-3-UNAVAILABLE: internal vlan of interface %s is not active for vlan-id %d

**Explanation** internal vlan\_data is not active for the given vlan-id

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_PM-3-UNAVAILABLE: internal vlan-id %d allocated for interface %s is still in use

**Explanation** internal vlan-id allocated for an interface is still in use

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_RPC-0

**Error Message** %PLATFORM\_RPC-0-UNAVAILABLE: %s

**Explanation** System is unable to alloc memory for RPC

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_RPC-3

**Error Message** %PLATFORM\_RPC-3-UNAVAILABLE: Bad Class in RPC message: %u

**Explanation** class table missing entry for message class

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_RPC-3-UNAVAILABLE: Failed to send RPC message in class %d, req %d, %s

**Explanation** Local resource error or too many outgoing messages queued up for msg class

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_RPC-3-UNAVAILABLE: RPC Msg Dropped by throttle mechanism: type %u, class %u, max\_msg %u, total throttled %u

**Explanation** too many outgoing messages queued up for msg class

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_RPC-3-UNAVAILABLE: System is consistently unable to send RPC message: %s, paks\_outstanding: %u

**Explanation** Persistent Low-level transport failure in sending RPC message

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_RPC-3-UNAVAILABLE: System is unable to send RPC message: %s, paks\_outstanding: %u

**Explanation** Low-level transport failure in sending RPC message

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_RPC-3-UNAVAILABLE: Unexpected response or failure, class %d, req %d, switch %d, error %d, %s

**Explanation** Received a response which is unexpected

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_SPAN-3

**Error Message** %PLATFORM\_SPAN-3-UNAVAILABLE: Decreased egress SPAN rate.

**Explanation** When SPAN is enabled with multicast routing or bridge groups, egress span rates will fall down. Not all packets going out may be monitored

**Recommended Action** Contact Cisco TAC.

## PLATFORM\_UCAST-3

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** An internal platform unicast routing error occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing adjacency module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing arp module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing backwalk loadbalance module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing cef module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing hsrp module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing interface related error occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing loadbalance module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing module received a NULL software object handle

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform unicast routing rpc module encountered an error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_UCAST-3-UNAVAILABLE: %s

**Explanation** Platform's dynamic address tracking mechanism encountered an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PLATFORM\_VLAN-3

**Error Message** %PLATFORM\_VLAN-3-UNAVAILABLE: Failed to lock vlan-id %d, associated mapped vlan id value %d

**Explanation** VLAN lock operation failed. Most likely cause might be either the vlan already active in the system or the vlan-id is not active

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_VLAN-3-UNAVAILABLE: Failed to unlock vlan-id %d, associated mapped vlan id value %d

**Explanation** failed to unlock vlan-id. Most likely cause is the vlan is already freed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PLATFORM\_VLAN-3-UNAVAILABLE: Mapped Vlan ID value %d associated with vlan-id %d is invalid

**Explanation** Each active vlan in the system is associated with a mapped-vlan-id and the mvid is not correct/valid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# PM Messages

This section contains port manager (PM) messages.

## PM-1

**Error Message** %PM-1-INCONSISTENT\_PORT\_STATE: Inconsistent HW/SW port state for [chars]. Please shut/no shut the interface

**Explanation** The hardware and software port state has become inconsistent. [chars] is the interface.

**Recommended Action** shutdown/no shutdown on the interface specified in the message.

**Error Message** %PM-2-UNAVAILABLE: Failed to add VLAN %d - %s.

**Explanation** Failed in adding VLAN to VTP. The reason is stated in the string.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-2-UNAVAILABLE: Not enough memory available for %s

**Explanation** The Port Manager subsystem could not obtain the memory it needed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-2-UNAVAILABLE: Switch process available memory is less than %d bytes

**Explanation** Switch Processor available memory dropped to a low level. Possibly too many Layer 2 VLANs are configured in the system.

**Recommended Action** Removed features from the system to reduce memory usage.

## PM-3

**Error Message** %PM-3-ERR\_INCOMP\_PORT: <mod/port> is set to inactive because <mod/port> is a trunk port

**Explanation** An isolated or community VLAN port or private host port cannot be configured on the same COIL application-specific integrated circuit (ASIC) when another port is either a trunk, a SPAN destination, or a promiscuous PVLAN port, or if a port is configured as dynamic desirable mode (the default mode on some switches).

**Recommended Action** To reactivate the ports, remove the isolated or community VLAN port configuration and enter the **shutdown** command followed by the **no shutdown** command. Configure the incompatible port on a different ASIC on the module or on a different module. Refer to the module documentation to determine which ports share an ASIC. If ports are configured (manually or by default) as dynamic desirable mode, configure the ports as access mode using the **switchport mode access** command.

## PM-4

**Error Message** %PM-4-PORT\_BOUNCED: Port %s was bounced by %s.

**Explanation** The Port Manager needed to perform a reactivation of a port in the link down state during a switchover. A port is only reactivated when the port data structures lack consistency between the active and standby supervisors. Active ports in the link down state were returned to the link up state by the reactivation event.

**Recommended Action** No action is required.

**Error Message** %PM-4-UNAVAILABLE: %s error detected on %s, putting %s in err-disable state

**Explanation** This is a defensive measure that will put the interface in err-disable state when it detects a mis-configuration or mis-behavior. A recovery will be attempted after the configured retry time (default 5 minutes).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: %s failed to come up. No internal VLAN available

**Explanation** Port Manager failed to allocate internal VLAN and thus the interface cannot come up.

**Recommended Action** Remove extended range VLAN to free up resources.

**Error Message** %PM-4-UNAVAILABLE: %s was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: Attempting to recover from %s err-disable state on %s

**Explanation** This is an attempt to bring the interface back after taking it down to err-disable state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: Dynamic access VLAN %d same as voice vlan on %s.

**Explanation** Access VLAN on VMPS server is set to same VLAN as voice VLAN on the port.

**Recommended Action** Access VLAN assignment on VMPS server should be different from voice VLAN.

**Error Message** %PM-4-UNAVAILABLE: Failed to allocate internal VLAN in Port Manager

**Explanation** Port Manager failed to find any available internal VLAN

**Recommended Action** Delete some extended range VLANs created by users or remove some features that require internal VLAN allocation, e.g. routed port

**Error Message** %PM-4-UNAVAILABLE: Failed to set VLAN %d to a %s VLAN

**Explanation** Platform failed to set private vlan type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: Internal VLAN allocation failed for tunnel interface %s.

**Explanation** Internal VLAN allocation for the tunnel interface has failed

**Recommended Action** Delete some extended range VLANs created by users or remove some features that require internal VLAN allocation, e.g. routed port

**Error Message** %PM-4-UNAVAILABLE: Invalid Host access entry event (%d) is received

**Explanation** Host access table is entry event is not any of add/delete/update event

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: Invalid Host access entry type (%d) is received

**Explanation** Host access entry should be one of configured/dynamic type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: Invalid Host access value (%d) is received

**Explanation** Host access table is being accesses with an invalalid host access value

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: MPLS MTU size %d is not supported by one or more ports in channel %s.

**Explanation** The MPLS MTU size configured on the ethernet channel is larger than the maximum MTU size that can be supported by one or more ports in this channel. As a result, large packets can be dropped.

**Recommended Action** Reduce the MPLS MTU size, or remove these ports from the channel before increasing the MPLS MTU size.

**Error Message** %PM-4-UNAVAILABLE: MPLS MTU size %d is not supported by port %s.

**Explanation** The MPLS MTU size configured on the port is larger than the maximum MTU size that can be supported by this port. As a result, large packets can be dropped.

**Recommended Action** Reduce the MPLS MTU size.

**Error Message** %PM-4-UNAVAILABLE: No PM subblock found for %s

**Explanation** Failed to find PM subblock for this interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: No PM subblock found for interface %s

**Explanation** This syslog, along with T/B, is logged for all type of interfaces where PM subblock is absent. The interface types include WAN, loopback and tunnel, which do not have associated PM subblock as per the design. This message helps the PM group to identify the offending application. This message indicates that PM module encounters unusual conditions for diagnose purpose.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: Port %s was bounced by %s.

**Explanation** The Port Manager needed to perform a reactivation of a port in the link down state during a switchover. A port is only reactivated when the port data structures lack consistency between the active and standby supervisors. Active ports in the link down state were returned to the link up state by the reactivation event.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PM-4-UNAVAILABLE: The number of vlan-port instances on %s exceeded the recommended limit of %d

**Explanation** The total number of individual VLAN ports, counted over the module or switch specified in the error message, has exceeded the module or switch limit specified in the error message. VLANs can be counted more than once; if VLAN 1 is carried on 10 interfaces, it will count

as 10 VLAN ports. For some platforms, e.g. Catalyst 6000, bundling is also ignored for purposes of this count; if 8 interfaces on the same module are in one bundle, and the port channel is carrying VLAN 1, it will count as 8 VLAN ports.

**Recommended Action** Reduce the number of trunks and VLANs configured in the module or switch specified in the error message. Keep the virtual port, VLAN port, count below the recommended limit specified in the configuration documentation. Enter the **show interface trunk** command to see the total number of trunks and VLANs.

**Error Message** %PM-4-UNAVAILABLE: VLAN %d currently in use by %s

**Explanation** Port Manager failed to allocate the VLAN for external use as the VLAN is currently occupied by another feature

**Recommended Action** Reconfigure the feature, e.g. routed port, to use another internal VLAN; Or request another available VLANs.

**Error Message** %PM-4-UNAVAILABLE: VLAN %d not available in Port Manager

**Explanation** Port Manager failed to allocate the requested VLAN. The VLAN is mostly likely used as internal VLAN by other features

**Recommended Action** Try a different VLAN on the device.

**Error Message** %PM-4-UNAVAILABLE: Vlan %d must be added to L2 database in order to be used, do from config mode.

**Explanation** When an SVI is created, corresponding L2 VLAN is not automatically created in the L2 database. Hence give an error message if the vlan is not in the L2 database.

**Recommended Action** Create an L2 VLAN before SVI is created.

**Error Message** %PM-4-UNAVAILABLE: an invalid %s request by the '%s' application was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid application id (%d) was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid card cookie was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid card slot (%d) was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid port cookie was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid port number (%d) was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid vlan cookie was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: an invalid vlan id (%d) was detected

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: application '%s' exceeded registration limit

**Explanation** An invalid request was detected by the Port Manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM-4-UNAVAILABLE: putting %s in inactive state because %s

**Explanation** The Port Manager has been blocked from creating a virtual port for the switch port and VLAN, causing the port to be in an inactive state. The reason for this condition is specified in the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PM-6

**Error Message** %PM-6-ACTIVE: Interface [chars] is now active because [chars]

**Explanation** The port manager has detected an interface that was down as up for the VLAN, causing the port to be in the active state.

**Recommended Action** No action is required.

## PMOD-3

**Error Message** %PMOD-3-UNAVAILABLE: %s

**Explanation** Error Messages

**Recommended Action** try debug command

## PMB Messages

This section contains power management bus (PMB) messages.

## PMB-4

**Error Message** %PMB-4-CANTPWROFF: Attempts to power down slot [dec] failed, card will be disabled.

**Explanation** The system could not power down the module in slot [dec], possibly due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# PM\_ISSU Messages

This section contains port manager (PM) in-service software upgrade (ISSU) messages.

## PM\_ISSU-3

**Error Message** %PM\_ISSU-3-BUFFER: Port Manager ISSU client failed to get buffer for message, error %d

**Explanation** The port manager ISSU client was unable to get buffer space for building a negotiation message. As a result, the client cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-CAPABILITY: Port Manager ISSU client %s

**Explanation** The port manager ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-INIT: Port Manager ISSU client initialization failed at %s, error %s

**Explanation** The port manager ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-MSG\_NOT\_OK: Port Manager ISSU client message %d is not compatible

**Explanation** The port manager ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-MSG\_SIZE: Port Manager ISSU client failed to get the message size for message %d

**Explanation** The port manager ISSU client was unable to calculate the message size for the message specified. The PM ISSU client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-POLICY: Port Manager ISSU client message type %d is %s

**Explanation** The port manager ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-SEND\_FAILED: Port Manager ISSU client failed to send a negotiation message, error %d

**Explanation** The port manager ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-SESSION: Port Manager ISSU client %s

**Explanation** The port manager ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-SESSION\_UNREGISTRY: Port Manager ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The port manager ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_ISSU-3-TRANSFORM: Port Manager ISSU client %s transform failed, error %s

**Explanation** The port manager ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the port manager state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## PM\_MODEM\_HIST-7

**Error Message** %PM\_MODEM\_HIST-7-UNAVAILABLE: %s: %s %\*s State: %s

**Explanation** This is a tracing message indicating a state event reported by the specified modem.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %PM\_MODEM\_HIST-7-UNAVAILABLE: %s: %s %s

**Explanation** This is a tracing message indicating a dynamic event reported by the specified modem.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %PM\_MODEM\_HIST-7-UNAVAILABLE: %s: %s %s

**Explanation** This is a tracing message indicating a link rate event reported by the specified modem.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %PM\_MODEM\_HIST-7-UNAVAILABLE: %s: %s %s

**Explanation** This is a tracing message indicating a static event reported by the specified modem.

**Recommended Action** LOG\_STD\_DBG\_ACTION

## PM\_MODEM\_MAINT-4

**Error Message** %PM\_MODEM\_MAINT-1-UNAVAILABLE: Initialization failed.

**Explanation** Modem maintenance facility initialization failed.

**Recommended Action** Disable Autotest, Poweron test and avoid manual back-2-back test. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_MODEM\_MAINT-1-UNAVAILABLE: Invalid modem management %s event 0x%02x for modem(%s)

**Explanation** The modem management facility received an unrecognized event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_MODEM\_MAINT-1-UNAVAILABLE: Modem (%s) failed %s

**Explanation** A software or hardware problem has been detected on a modem. The specific modem and reason are listed in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_MODEM\_MAINT-4-UNAVAILABLE: Modems (%s) and (%s) back-to-back test: aborted

**Explanation** This is a tracing message indicating a back-to-back test failed between the two specified MICA modems.

**Recommended Action** Perform more back to back tests by pairing the failed modems with other modems to determine which modem is bad. Check the failed modems again after performing a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_MODEM\_MAINT-4-UNAVAILABLE: Modems (%s) and (%s) failed back-to-back test: %s

**Explanation** The two modems reported in the message failed a back-to-back test. At least one of them has failed.

**Recommended Action** Perform more back to back tests by pairing the failed modems with other modems to determine which modem is bad. Check the failed modems again after performing a power cycle. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PM\_MODEM\_MAINT-5

**Error Message** %PM\_MODEM\_MAINT-5-UNAVAILABLE: Auto Back-to-Back test initiated by %s

**Explanation** This is a tracing message indicating an automatic back-to-back test was initiated by the specified MICA modem.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %PM\_MODEM\_MAINT-5-UNAVAILABLE: Modem (%s) passed the test

**Explanation** Tests on the specified modem were successful.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PM\_MODEM\_MAINT-5-UNAVAILABLE: Modems (%s) and (%s) completed back-to-back test: success/packets = %d/%d

**Explanation** The reported modems have passed the back to back test without any errors.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %PM\_MODEM\_MAINT-5-UNAVAILABLE: Modems (%s) and (%s) connected in back-to-back test: %s

**Explanation** A back to back test connection has been made between the selected modems. The test is still in progress.

**Recommended Action** LOG\_STD\_NO\_ACTION

## PM\_PVLAN\_ISSU Messages

This section contains port manager (PM) private VLAN (PVLAN) in-service software upgrade (ISSU) messages.

### PM\_PVLAN\_ISSU-3

**Error Message** %PM\_PVLAN\_ISSU-3-BUFFER: Private Vlan ISSU client failed to get buffer for message, error %d

**Explanation** The private VLAN ISSU client was unable to get a buffer for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-CAPABILITY: Private Vlan ISSU client %s

**Explanation** The private VLAN ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-INIT: pm\_pvlan Client Name ISSU client initialization failed at %s, error %s

**Explanation** The private VLAN ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-MSG\_NOT\_OK: Private Vlan ISSU client message %d is not compatible

**Explanation** The private VLAN ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-MSG\_SIZE: Private Vlan ISSU client failed to get the message size for message %d

**Explanation** The private VLAN ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-POLICY: Private Vlan ISSU client message type %d is %s

**Explanation** The private VLAN ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-SEND\_FAILED: Private Vlan ISSU client failed to send a negotiation message, error %d

**Explanation** The private VLAN ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-SESSION: Private Vlan ISSU client %s

**Explanation** The private VLAN ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_PVLAN\_ISSU-3-TRANSFORM: Private Vlan ISSU client %s transform failed, error %s

**Explanation** The private VLAN ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the private VLAN ISSU state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## PM\_SCP Messages

This section contains port manager Switch-Module Configuration Protocol (PM\_SCP) messages.

### PM\_SCP-1

**Error Message** %PM\_SCP-1-LCP\_FW\_ERR\_POWERDOWN: Module [dec] will be powered down due to firmware error: [chars]

**Explanation** A nonrecoverable error was detected by the switching module firmware and the switching module will be powered down to keep the system functioning. [dec] is the module number and [chars] explains that the system will be powered down.

**Recommended Action** No action is required.

### PM\_SCP-2

**Error Message** %PM\_SCP-2-LCP\_FW\_ERR\_INFORM: Module [dec] is experiencing the following error: [chars]

**Explanation** The linecard is reporting an error condition, where [dec] is the module number, and [chars] is the error. This condition is usually caused by an improperly seated linecard or a hardware failure. If the error message is seen on all of the linecards, the cause is an improperly seated module.

**Recommended Action** Reseat and reset the linecard or the module. If the error message persists after the module is reset, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-SPURIOUS\_INTERRUPT: Module [dec] detects [dec] spurious interrupts from asic [chars].

**Explanation** An error condition was detected by the active supervisor engine firmware. If **error-detection crash-action** is configured, the active supervisor engine will switch over to the standby supervisor engine in a redundant setup.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-RESET: Module [dec] is resetting - Due to Packet Buffer Error.

**Explanation** An error condition was detected by the line card firmware and the supervisor engine has initiated a reset procedure for the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-SHUTDOWN: Module [dec] is shutting down - Due to Packet Buffer Error.

**Explanation** An error condition was detected by the line card firmware and the supervisor engine has initiated a shutdown procedure for the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-STDBY\_NOT\_SWTCH\_OVER: Standby is not ready for switchover for Packet Buffer Error. Active-Sup (Module [dec]) is going down...

**Explanation** An error condition was detected by the active supervisor engine firmware and the standby supervisor engine is not ready for switchover, so the active supervisor engine is going down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-STDBY\_RELOAD: Standby (Module [dec]) is reloading due to Packet Buffer Error...

**Explanation** An error condition was detected by the supervisor engine firmware and the standby supervisor engine is reloading now.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-STDBY\_SWTCH\_OVER: Supervisor (Module [dec]) is preparing for switch-over - Due to Packet Buffer Error.

**Explanation** An error condition was detected by the supervisor engine firmware and has initiated the switchover action.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-TRANSCEIVER\_BAD\_HW: Module [dec] will be power disabled for safety reasons because a defective transceiver is inserted at [chars].

**Explanation** An inappropriate transceiver is inserted at the specified interface. This transceiver should not be used in this system.

**Recommended Action** Remove the specified transceiver and enable power to the module. If this transceiver was purchased from Cisco, contact Cisco TAC to get the transceiver replaced.

**Error Message** %PM\_SCP-2-TRANSCEIVER\_INCOMPATIBLE: Transceiver inserted in [chars] port [dec]/[dec] is not compatible with its interface (transceiver speed is [chars], interface speed is [chars])

**Explanation** An incompatible transceiver was inserted in the specified module. This transceiver should not be used with this module.

**Recommended Action** Replace the specified transceiver with another transceiver that is compatible with this module.

## PM\_SCP-3

**Error Message** %PM\_SCP-3-LCP\_FW\_ABLC: Late collision message from module [dec], port:0 [dec]

**Explanation** The line card firmware has detected abnormal collisions in port traffic.

**Recommended Action** This is usually a temporary condition. Check for any mismatch in the Duplex or Speed setting with the remote device. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %PM\_SCP-3-TRANSCEIVER\_BAD\_EEPROM: Integrity check on transceiver in [chars] port [dec]/[dec] failed: bad key

**Explanation** The transceiver has an incorrectly programmed EEPROM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-3-TRANSCEIVER\_DUPLICATE: Transceiver in [chars] port [dec]/[dec] and in [chars] port [dec]/[dec] have duplicate serial numbers

**Explanation** The transceiver was identified as a Cisco transceiver, but its vendor ID and serial number match that of another transceiver on the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-2-TRANSCEIVER\_INCOMPATIBLE: Transceiver inserted in [chars] port [dec]/[dec] is not compatible with its interface (transceiver speed is [chars], interface speed is [chars])

**Explanation** An incompatible transceiver is inserted in the specified module. This transceiver should not be used with this module.

**Recommended Action** Replace the specified transceiver with another transceiver that is compatible with this module.

## PM\_SCP-4

**Error Message** %PM\_SCP-4-FPOE\_INFO: An unsupported distributed fabric card has been detected

**Explanation** Fabric-capable modules are not supported in this system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PM\_SCP-4-LCP\_FW\_ABLC: Late collision message from module [dec], port:0 [dec]

**Explanation** The line card firmware has detected abnormal collisions in port traffic. This message is typically an indication of a speed or duplex mismatch, possibly caused by a misconfiguration.

**Recommended Action** This is usually a temporary situation. Check the speed and duplex for the port and make sure that it is correct. For correct operation, both sides of a link should be auto-negotiated or both sides should be manually configured for speed and duplex. Do not configure auto-negotiation on one side and manual setting on the other, because the auto-negotiating side might lock at the wrong duplex setting.

**Error Message** %PM\_SCP-4-TRANSCEIVER\_UNSUPP\_MODULE: Interface [chars] does not support receive-only transceivers

**Explanation** A receive-only transceiver has been inserted into a module that does not support it.

**Recommended Action** Use the receive-only transceiver with a supported module. Refer to the documentation for modules that support receive-only transceivers.

**Error Message** %PM\_SCP-4-UNSUPPORTED: Interface [chars] does not support receive-only transceivers

**Explanation** A receive-only transceiver has been inserted into a slot that does not support it.

**Recommended Action** Use the receive-only transceiver with a supported module.

## PM\_SCP-6

**Error Message** %PM\_SCP-6-LCP\_FW\_ERR\_INFORM: Module [dec] is experiencing the following error: [chars]

**Explanation** The module is reporting an error condition, where [dec] is the module number, and [chars] is the error. This condition is usually caused by an improperly seated linecard or a hardware failure. If the error message is seen on all of the linecards, the cause is an improperly seated module.

**Recommended Action** Reseat and reset the linecard or the module. If the error message persists after the module is reset, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PNNI-2

**Error Message** %PNNI-2-UNAVAILABLE: %s

**Error Message** %PNNI-2-UNAVAILABLE: Empty Internal Number Stack: %s

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PNNI-2-UNAVAILABLE: Tent List Overflow in %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PNNI-3

**Error Message** %PNNI-3-UNAVAILABLE: %s%s %x

**Explanation** An internal software error occurred. The message contains more information that can be used to identify the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PNNI-3-UNAVAILABLE: Bad address of %s %#x, please collect show atm pnni trace error

**Explanation** An internal software error occurred.

**Recommended Action** Use show atm pnni trace error to collect more information. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PNNI-4

**Error Message** %PNNI-4-UNAVAILABLE: %s %s for node %d %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PNNI-4-UNAVAILABLE: Address derived from the switch's prefix by soft PVC manager %s clashes with existing address in prefix table

**Explanation** An PVC port address assignment has collided with an existing address. An address that would have been assigned by this switch has already been assigned by another.

**Recommended Action** If possible, assign a new MAC address to the peer system that caused the assignment collision.

**Error Message** %PNNI-4-UNAVAILABLE: Bad Request from Signaling %x

**Explanation** A source routing request by another network host was corrupted.

**Recommended Action** Check the originating system for a cause of the problem.

**Error Message** %PNNI-4-UNAVAILABLE: Configuration Error: %s

**Explanation** This message indicates a configuration error in the PNNI subsystem. The message will display more specific information about the cause of problem.

**Recommended Action** Change the configuration to correct the error.

**Error Message** %PNNI-4-UNAVAILABLE: Error: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PNNI-4-UNAVAILABLE: Invalid %s pkt: %s %d %d

**Explanation** An invalid packet was received from a network peer.

**Recommended Action** Check the originating device for a cause of the corrupted packets.

## PNNI-6

**Error Message** %PNNI-6-UNAVAILABLE: %s

**Explanation** This is an informational message only.

**Recommended Action** Informational messages can be disabled by changing logging level.

## PNNI-7

**Error Message** %PNNI-7-UNAVAILABLE: %s

**Explanation** This is an informational message only. It is used by Cisco for testing.

**Recommended Action** Informational messages can be disabled by changing logging level.

# POLARIS Messages

This section contains Layer 3 CEF engine (POLARIS) messages.

## POLARIS-4

**Error Message** %POLARIS-4-ERR\_INTRPT: Interrupt [chars] occurring in Polaris Layer 3 ASIC

**Explanation** An error occurred in the Layer 3 forwarding ASIC. The error description is shown by [chars].

**Recommended Action** These errors are transient conditions caused by traffic passing through the ASIC, and may appear occasionally under normal conditions. If this message recurs, enter the **show earl status** command on the consoles of the switch supervisor engine and any DFC-enabled modules. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## POLICY\_API Messages

This section contains policy API messages.

### POLICY\_API-4

**Error Message** %POLICY\_API-4-POLICYDYNCLR: Dynamic policy on intf:[chars] cleared. Static policy in use.

**Explanation** A dynamic policy was attempting to override the static policy. The dynamic policy has been cleared, the static policy is now in effect.

**Recommended Action** No action is required.

**Error Message** %POLICY\_API-4-POLICYOVERRIDE: Dynamic policy overriding static on intf:[chars]

**Explanation** Both a static policy and a dynamic policy are configured on the interface. The dynamic policy will override the static policy.

**Recommended Action** If preferred, remove the static policy configuration.

**Error Message** %POLICY\_API-4-POLICYSTATICCLR: Static policy on intf:[chars] cleared. Dynamic policy in use.

**Explanation** A dynamic policy has overridden the static policy. The static policy has been cleared.

**Recommended Action** No action is required.

## POLICY\_MANAGER Messages

This section contains Policy Manager messages.

## POLICY\_MANAGER-2

**Error Message** %POLICY\_MANAGER-2-INIT\_FAILURE: Init failure: [chars]

**Explanation** A problem occurred during the initialization of the policy manager during system initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-2-NO\_FREE\_EVENT\_BUFFERS: Event pool depleted: [chars]

**Explanation** The event pool has been depleted. There are no free buffers to process the event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## POLICY\_MANAGER-3

**Error Message** %POLICY\_MANAGER-3-INVALID\_ACTION: Invalid action

**Explanation** An invalid action was performed by the policy manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-3-INVALID\_PARAMETERS: A call to Policy Manager is made with invalid parameters

**Explanation** A call to the policy manager was made with one or more invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-3-INVALID\_SEVERITY: Invalid event severity [hex]

**Explanation** The event that was received by the policy manager contained an invalid severity and was not processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-3-NO\_FREE\_POLICY\_IDS: No more Policy IDs available

**Explanation** There are no more policy IDs that can be allocated. Policy manager policies can no longer be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-3-NULL\_ACTION\_ROUTINE: NULL action routine invoked

**Explanation** The policy manager attempted to invoke an action that was of a null value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POLICY\_MANAGER-3-PRE\_INIT\_CALL: Policy Manager routine called prior to initialization

**Explanation** The policy manager component was called prior to its initialization. This action could result in vital information being lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PORT\_SECURITY Messages

This section contains port security messages.

### PORT\_SECURITY-2

**Error Message** %PORT\_SECURITY-2-INELIGIBLE: Port security configuration on [chars] is being made inactive since the port is now not eligible for port security as [chars].

**Explanation** A port had port security configuration on it, but the port now has a configuration not supported with port security. Because the port is now not eligible for port security, the port security configuration on it is being made inactive.

**Recommended Action** Check the port's configuration and remove the offending configuration that is not compatible with port security.

**Error Message** %PORT\_SECURITY-2-PSECURE\_VIOLATION: Security violation occurred, caused by MAC address [enet] on port [chars].

**Explanation** An unauthorized device attempted to connect on a secure port. The MAC address of the unauthorized device and the secure port are specified in the message.

**Recommended Action** Determine the device that attempted to connect on the secure port. Notify your network system administrator of this condition.

## PORT\_SECURITY-6

**Error Message** %PORT\_SECURITY-6-ADDR\_EXCEEDS\_LIMIT: Address <[int]:[enet]> can not be allowed on port [chars] because of max address limits. It has been removed

**Explanation** A routed port has changed to a switched port. The addresses stored in the previous switched-port configuration are now causing the total secure address count to exceed the allowed limit and they have been deleted

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PORT\_SECURITY-6-ADDR\_REMOVED: Address <[int]:[enet]> exists on port [chars]. It has been removed from port [chars].

**Explanation** A routed port has changed to a switched port. An address stored in the previous switched-port configuration is now in conflict and has been deleted.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %PORT\_SECURITY-6-INVALID\_SESSION: Invalid Port-Security ISSU Session ID

**Explanation** The ISSU session ID is not valid because it has not been negotiated.

**Recommended Action** No action is required.

**Error Message** %PORT\_SECURITY-6-VLAN\_REMOVED: VLAN(S) [chars] is/are no longer allowed on port [chars]. Their port security configuration has been removed.

**Explanation** A configured VLAN has been excluded on a trunk port and so is being removed from the configuration.

**Recommended Action** This is an informational message only. No action is required.

## POS-1

**Error Message** %POS-1-UNAVAILABLE: %s initialization failed

**Explanation** The POS line card failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POS-1-UNAVAILABLE: %s(%d) Hardware failure. %s

**Explanation** The POS line card encountered a hardware failure. The line card will be deactivated.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POS-1-UNAVAILABLE: %s(%d) Only found %d interfaces, deactivating line card

**Explanation** The POS hardware failed. Incorrect number of interfaces discovered.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POS-1-UNAVAILABLE: %s(%d/%d) Failed to obtain PXF resources, error=%d, shutting down interface

**Explanation** The POS line card failed to get the PXF resources. The interface will be shutdown if already up or deactivated if this card was OIRed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## POS-3

**Error Message** %POS-3-UNAVAILABLE: %s(%d) %s

**Explanation** The POS hardware is not supported on this platform.

**Recommended Action** Upgrade your system.

## POSDW-1

**Error Message** %POSDW-1-UNAVAILABLE: %s init timed out

**Explanation** The PA-POS-OC3 port adaptor driver failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POSDW-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** The PA-POS-OC3 port adaptor hardware initialization failed. Incorrect number of interfaces discovered.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## POSDW-3

**Error Message** %POSDW-3-UNAVAILABLE: %s

**Explanation** The PA-POS-OC3 port adaptor is not supported on this platform. The system log specifies the part of the system that requires an upgrade.

**Recommended Action** Upgrade your system to a platform that supports the PA-POS-OC3 port adapter. Refer to the system log to determine what part of your system requires an upgrade.

**Error Message** %POSDW-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The PA-POS-OC3 port adaptor driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POSDW-3-UNAVAILABLE: Device reported %#x

**Explanation** The PA-POS-OC3 port adaptor hardware initialization failed. Found incorrect device identifier.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

# POSLC Messages

This section contains Packet over SONET line card (POSLC) messages.

## POLSLC-1

**Error Message** %POSLC-1-INITFAIL: POSLC(%d/%d), initialization timeout failure

**Explanation** LC POS ASIC and framer initialization failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-1-UNAVAILABLE: POSLC(%d/%d), initialization timeout failure

**Explanation** LC POS ASIC and framer initialization failed

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, call your Cisco technical support representative and provide the representative with the gathered information.

## POSLC-3

**Error Message** %POSLC-3-4302: Runaway Skystone 4302 framer %d Tx %s counter, byte=%d, pkt=%d.

**Explanation** 4302 hardware errors

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-APS: APS(%d) %s

**Explanation** RP deadman timer expired on LC, LC is sending LAIS to far end

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-BMAENG: %s POS, %s %s%s. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** POS BMA engine hardware errors

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-BMAPAR: %s POS, %s. BMA\_DATA[3:0]=0x%x. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A parity error occurred on the POS ASIC BMA engine

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-HWERROR: [chars]

**Explanation** The Optical Services Module has encountered a hardware error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-LINKBADEVT: Unexpected event woke up LC POS link process.

**Explanation** LC POS link report process receives an unexpected event

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the show subsystems command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the show subsystems output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-LINKPROC: POSLC, lcpos\_link\_report process: Could not get argument

**Explanation** LC POS link report process stops working

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the show subsystems, show memory summary commands to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the show subsystems, show memory summary output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-POSENG: %s POS, %s. %s, port %d. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** POS engine hardware errors

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in slot (X). If diagnostics pass, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-PROCESS\_CREATEFAIL: [chars]

**Explanation** The PoS line card could not create a process required for its operation. This condition might be caused by a resource being unavailable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-PROCESS\_TIMEREVENT: [chars]

**Explanation** An unexpected process timer event occurred in the Optical Services Module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POSLC-3-RXPOSTO: POSLC(%d/%d), RX POS engine shutdown failed

**Explanation** The software is trying to shutdown the Rx POS engine. POS engine refuses to shutdown, the software timeout

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in slot (X). If diagnostics pass, issue the execute-on slot (X) show controller pos registers command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the execute-on slot (X) show controller pos registers output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-SOP: %s SOP. (source=0x%x, halt\_minor0=0x%x)

**Explanation** SOP hardware errors

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in slot (X). If diagnostics pass, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-SRAMPAR: %s POS, %s. %s=0x%x%s. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** Parity error occurred on POS asic SRAM

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in slot (X). If diagnostics pass, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-TXPOSTO: POSLC(%d/%d), TX POS engine shutdown failed

**Explanation** The software is trying to shutdown the Tx POS engine. POS engine refuses to shutdown, the software timeout

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Run diagnostics on the line card in slot (X). If diagnostics pass, issue the execute-on slot (X) show controller pos registers command to gather data that may provide information to determine the nature of the error. If you cannot determine the nature of the error from the error message text or from the execute-on slot (X) show controller pos registers output, call your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %POSLC-3-UNEXPECTED\_PROCESSEVENT: [chars]

**Explanation** An unexpected process event occurred in the Optical Services Module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## POT1E1 Messages

This section contains Versatile Interface Processor (VIP) Packet over T1 and E1 (POT1E1) port adapter messages.

## POT1E1-1

**Error Message** %POT1E1-1-UNAVAILABLE: %s channel not disabled

**Explanation** The PRI port adaptor failed to respond to a request to disable an interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: %s channel not enabled;called from function %s

**Explanation** A software or hardware error occurred. The POT1E1 serial interface is not responding to commands used to initialize it.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: Download failed

**Explanation** Microcode download to POT1E1 port adapter failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: Fail to configure %d interfaces on bay %d, shutting down bay

**Explanation** Cannot configure some interfaces on board

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the POT1E1 failed to checksum correctly. This usually indicates a hardware failure

**Recommended Action** Perform a power cycle. If the problem persists, the POT1E1 hardware may have a problem.

**Error Message** %POT1E1-1-UNAVAILABLE: Microcode download failed to complete

**Explanation** The POT1E1 hardware has failed. It could not download its operational microcode.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: Not ready for download.

**Explanation** Error on the communication path between DRIVER and POT1E1

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: Slot %d: %s

**Explanation** The PRI port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %POT1E1-1-UNAVAILABLE: only found %d interfaces on bay %d, shutting down bay

**Explanation** Mismatched type or POT1E1 hardware failure

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## POT1E1-2

**Error Message** %POT1E1-2-NOACCPTR: VC=[dec] [chars]

**Explanation** The POT1E1 port adapter could not increment the pointer count.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

**Error Message** %POT1E1-2-NOINC: [chars]

**Explanation** The POT1E1 port adapter encountered a null access pointer while it was incrementing the pointer count.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

**Error Message** %POT1E1-2-QTAIL: Qhead=[hex] particle\_count=[dec] size=[dec]

**Explanation** The POT1E1 port adapter encountered a null queue heading.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

**Error Message** %POT1E1-2-TXBADVC: [chars], vc [dec]

**Explanation** The POT1E1 port adapter encountered a null queue heading.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Enter the **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** and **show controllers vip slot-number tech-support** commands, with *slot-number* being the slot number where the POT1E1 port adapter resides, and your pertinent troubleshooting logs.

## POT1E1-3

**Error Message** %POT1E1-3-FREEDMFATAL: Bay [dec]: freedm reset, command-status register [hex]

**Explanation** The POT1E1 port adapter has experienced a fatal problem related to the Frame Engine and Data Link Manager (FREEDM) ASIC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %POT1E1-3-MBOXSEND: Bay [dec]: fail sending mbox msg [dec]

**Explanation** POT1E1 mailbox failed send

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## POWENET Messages

**Error Message** %POWERNET\_ISSU-3-CAPABILITY: Powernet ISSU client %s

**Explanation** Powernet ISSU client observed an error during capability negotiation. When this error happens there is a mismatch between the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %POWERNET\_ISSU-3-CAP\_INVALID\_SIZE: Powernet ISSU client capability list is empty.

**Explanation** The Powernet ISSU client capability exchange list size is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %POWERNET\_ISSU-3-CAP\_NOT\_COMPATIBLE: Powernet ISSU client capability exchange result incompatible.

**Explanation** The Powernet ISSU client capability exchange has negotiated as incompatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %POWERNET\_ISSU-3-INVALID\_SESSION: EnergyWise ISSU client does not have a valid registered session.

**Explanation** EnergyWise ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %POWERNET\_ISSU-3-MSG\_NOT\_OK: EnergyWise ISSU client 'Message Type %d' is not compatible

**Explanation** EnergyWise ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %POWERNET\_ISSU-3-TRANSFORM\_FAIL: EnergyWise ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** EnergyWise ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the EnergyWise state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %POWERNET\_ISSU-3-TRANSFORM\_FAIL: EnergyWise ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** EnergyWise ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the EnergyWise state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## PPP Messages

This section contains Point-to-Point Protocol (PPP) messages.

### PPP-3

**Error Message** %PPP-3-ISSU\_ERR: [chars]

**Explanation** An error occurred during an ISSU versioning operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PQ3 Messages

This section contains Ethernet Phy messages.

## PQ3\_FE

**Error Message** %PQ3\_FE-1-INITFAILP: PQ3/FE([dec]/[dec]), Init failed at [chars]

**Explanation** The FE could not allocate an I/O buffer pool.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_FE-1-MACADDRFAIL: PQ3/FE([dec]/[dec]), Unable to set the Mac-address for the interface

**Explanation** The FEC could not set the mac address of the interface.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_FE-1-SHOWFAIL: PQ3/FE([dec]/[dec]), Memory error at [chars]

**Explanation** The FEC could not allocate memory to display controller.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_FE-2-NOISL: Interface [chars] does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

**Error Message** %PQ3\_FE-3-OVERFLO: PQ3/FE([dec]/[dec]), Receive overflow

**Explanation** While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_FE-3-UNDERFLO: PQ3/FE([dec]/[dec]), Transmit underflow

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_FE-4-BABBLE: PQ3/FE([dec]/[dec]), Babble error, CSR[dec]=[hex]

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_FE-5-EXECOLL: PQ3/FE([dec]/[dec]), Excessive collision

**Explanation** Excessive collisions occurred on the Fast Ethernet interface.

**Recommended Action** No action is required.

**Recommended Action**

**Error Message** %PQ3\_FE-5-LATECOLL: PQ3/FE([dec]/[dec]), Late collision

**Explanation** Late collisions occurred on the Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. No action is required.

**Error Message** %PQ3\_FE-5-LOSTCARR: PQ3/FE([dec]/[dec]), Lost carrier. Transceiver problem?

**Explanation** The cable and/or transceiver is not connected.

**Recommended Action** Connect the cable and/or transceiver.

## PQ3\_TSEC

**Error Message** %PQ3\_TSEC-1-INITFAIL: PQ3/FE([dec]), Init failed, CSR[dec]=[hex]

**Explanation** The software failed to initialize/restart an Ethernet/Fast Ethernet interface.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-1-INITFAILP: PQ3/FE([dec]), Init failed at [chars]

**Explanation** The FEC could not allocate a I/O buffer pool.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-1-MEMERR: PQ3/FE([dec]), Memory error, CSR[dec]=[hex]

**Explanation** The interface could not access system resources for a long time. This problem may occur under very heavy loads.

**Recommended Action** The system should recover. No action is required. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-1-SHOWFAIL: PQ3/FE([dec]), Memory error at [chars]

**Explanation** The FEC could not allocate memory to display controller.

**Recommended Action** Clear the interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-2-NOISL: Interface [chars] does not support ISL

**Explanation** The interface cannot be configured as an ISL trunk.

**Recommended Action** Check the configuration.

**Error Message** %PQ3\_TSEC-3-OVERFLO: PQ3/FE([dec]), Receive overflow

**Explanation** While receiving a frame, the controller chip's local buffer transmitted insufficient data because data could not be transferred to DRAM fast enough to keep pace with its input rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-3-OWNERR: PQ3/FE([dec]), Buffer ownership error, pak=[hex]

**Explanation** The software detected an error in descriptor ownership.

**Recommended Action** Try a later version of the software. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQ3\_TSEC-3-UNDERFLO: PQ3/FE([dec]), Transmit underflow

**Explanation** While transmitting a frame, the controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-4-BABBLE: PQ3/FE([dec]), Babble error, CSR[dec]=[hex]

**Explanation** The transmitter has been on the channel longer than the time taken to transmit the largest frame.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-COLL: PQ3/FE([dec]), Excessive collisions, TDR=[dec], TRC=[dec].

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-EXCESSCOLL: PQ3/FE([dec]), Excessive collision

**Explanation** Ethernet/Fast Ethernet is seeing multiple collisions. This may occur under heavy loads.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-LATECOLL: PQ3/FE([dec]), Late collision

**Explanation** Late collisions occurred on the Ethernet/Fast Ethernet interface.

**Recommended Action** If the interface is Fast Ethernet, verify that both peers are in the same duplex mode. For regular Ethernet, the system should recover. No action is required.

**Error Message** %PQ3\_TSEC-5-LOSTCARR: PQ3/FE([dec]), Lost carrier. Transceiver problem?

**Explanation** The cable is not connected to the port.

**Recommended Action** Connect the cable to the port.

## PQUICC3 Messages

### PQUICC3-1

**Error Message** %PQUICC3-1-BADHDXFSM: PQUICC3([dec]/[dec]), Unexpected HDX state [dec], event [dec]

**Explanation** A bad event was detected in the state machine for half duplex transmission/reception.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the

Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PQUICC3-1-CTSLOST: PQUICC3([dec]/[dec]), Clear to Send Lost

**Explanation** The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem is a result of a communication line failure or cable disconnection.

**Recommended Action** Check the serial interface cable and/or communication equipment, such as the channel service unit/data service unit (CSU/DSU).

**Error Message** %PQUICC3-1-INITFAIL: PQUICC3([dec]/[dec]), SCC[dec] init failed

**Explanation** The software failed to initialize/restart a 1T serial card.

**Recommended Action** Clear the serial interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %PQUICC3-1-LINEFLAP: PQUICC3([dec]/[dec]), Excessive modem control changes

**Explanation** The system received too many modem control signal interrupts. Modem control signals are hardware handshake signals between data terminal equipment (DTE) and data communications equipment (DCE). The signals include either a data carrier detect (DCD) or a data set ready (DSR), or both DCD and DSR.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

**Error Message** %PQUICC3-1-NOMEMORY: Unit [dec], no memory for [chars]

**Explanation** The MPC8500/PowerQUICC CPU was unable to access the memory it needs to carry out its functions. Here are some possible causes.

- The network is large, requiring a lot of memory for routing tables, etc.
- The router configuration has many features enabled, each of which requires memory.
- A software error (memory leak) exists.

**Recommended Action** Reduce system activity to ease the memory demand, or upgrade to a larger memory configuration.

**Error Message** %PQUICC3-1-QMC\_GLOBAL\_ERROR: PQUICC3([dec]/[dec]), Global error [hex] in QMC

**Explanation** One or more of the channels served by the QMC instance encountered transmitter underflow or receiver overflow or the QMC interrupt table overflowed. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQUICC3-1-TOOBIG: PQUICC3([dec]/[dec]), packet too big, packet size was [dec] bytes

**Explanation** A packet greater than the assigned MTU of this serial interface was queued up for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PQUICC3-1-TOOSMALL: PQUICC3([dec]/[dec]), packet was less than 2 bytes, packet size was [dec] bytes

**Explanation** A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PQUICC3-1-UNDERFLO: PQUICC3([dec]/[dec]), Transmit underflow

**Explanation** While transmitting a frame, the serial controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %PQUICC3-1-UNEXPECTED\_INTERRUPT: PQUICC3 ([dec]), Unexpected modem-signal interrupt

**Explanation** The software did not expect to see a modem control signal change on this interface.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PQUICC3-1-WRONG\_SLOT: PQUICC3 ([dec]), BRI card in wrong slot (1)

**Explanation** The BRI card is not supported in WIC slot 0.

**Recommended Action** Power down, move the BRI card to the other WIC slot on the port module and reboot.

## PQUICC3-3

**Error Message** %PQUICC3-3-OWNERR: Unit [dec], buffer ownership error, pak = [hex]

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %PQUICC3-3-SPURIOUS\_INTERRUPT: Interface card in slot [dec] generated a spurious interrupt

**Explanation** Interface card on the router which is not supported by this image generated a spurious interrupt that can not be handled.

**Recommended Action** No action is required. To avoid seeing this message in the future, remove the unsupported card or use an image that supports it.

**Error Message** %PQUICC3-3-UNKNOWN\_SCCS: PQUICC3, Incorrect SCC number

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %PQUICC3-3-UNKNOWN\_SCC\_TX\_VECTOR: PQUICC3, Unknown TX vector on port [dec]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %PQUICC3-1-UNKNOWN\_WIC: PQUICC3 ([dec]), WIC card has an unknown ID of [hex]

**Explanation** The software does not recognize the type of WIC card plugged into the port module.

**Recommended Action** Check the part number on the WIC card to verify that it is supported in the IOS release operational on the router or contact your technical support representative.

**Error Message** %PQUICC3-1-UNSUPPORTED\_CONFIG: Slot [dec] has an unsupported combination of ISDN WAN interface cards

**Explanation** It is not possible to support this type of BRI card in slot 1 along with another BRI card in slot 0.

**Recommended Action** Remove one of the BRI cards from either slot.

## PRBS Messages

This section contains Manhattan Pseudo-Random Bit Sequence (PRBS) related messages.

### PRBS-5

**Error Message** %PRBS-5-DECERR: Slot:[dec],Subcard:[dec],Port:[dec] Decoding error [dec] at time [dec] sec.

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PRBS-5-GETARGERR: process\_get\_arg\_num error.

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PRBS-5-LOSSLOCK: Slot:[dec],Subcard:[dec],Port:[dec] Loss of Lock at time [dec] sec.

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PRBS-5-PASSED: Slot:[dec],Subcard:[dec],Port:[dec] [dec] sec PRBS test passed.

**Explanation** A PBRS test was successful.

**Recommended Action** No action is required.

**Error Message** %PRBS-5-STATUSERR: Slot:[dec],Subcard:[dec],Port:[dec] at [dec] sec status error [dec], quit.

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PRBS-5-STOP: Slot: [dec] , Subcard: [dec] , Port: [dec] PRBS test stop at [dec] sec.

**Explanation** A PBRs test stopped.

**Recommended Action** No action is required.

## PROCYON Messages

This section contains messages for the CPU daughter card for the Supervisor Engine 720 (PROCYON).

### PROCYON-3

**Error Message** %PROCYON-3-CREATE\_IBC\_FAILED: Creation of procyon ibc idb failed

**Explanation** The creation of an inband control interface description block for the CPU daughter card has failed. The software or the hardware is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-INIT\_IBC\_FAILED: Initialization of procyon ibc failed

**Explanation** Inband control initialization has failed. The software or the hardware is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-INIT\_ICDM\_FAILED: Initialization of icdm driver failed

**Explanation** The ICDM driver initialization failed for the CPU daughter card inband control. The software or the hardware is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-INIT\_MAC\_DRIVER\_FAILED: Initialization of ethernet mac driver failed

**Explanation** The Ethernet MAC driver initialization failed for the CPU daughter card inband control. The software or the hardware is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-MASKED\_RCV\_INTR: procyon\_ibc\_rcv\_interrupt called while masked: [int]

**Explanation** The CPU received an inband interrupt, although the inband interrupt was masked. The software or the hardware is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-NO\_BUFFER\_POOLS: Initialization of private buffer pools failed

**Explanation** Private buffer pools were not created for the CPU daughter card inband control. This condition can occur during periods of extreme traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-NO\_PARTICLE: no particle available to populate the ethernet dma ring

**Explanation** No particle was available to populate the direct memory access of the Ethernet ring. This condition can occur during periods of extreme traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON-3-RX\_ADD\_BUFFER\_FAILED: particle not added to the ethernet dma ring

**Explanation** A particle was not added to the direct memory access of the Ethernet ring. The software or the hardware is faulty.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PROCYON\_ION\_INTR Messages

This section contains messages for the CPU daughter card for the Supervisor Engine 720 (PROCYON).

### PROCYON\_ION\_INTR-3

**Error Message** %PROCYON\_ION\_INTR-3-ENABLE\_INTR\_REGISTER\_ACCESS\_FAILED: Access to interrupt registers failed

**Explanation** A failure occurred in accessing interrupt registers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON\_ION\_INTR-3-ENABLE\_KERNEL\_MODE\_FAILED: Access to kernel mode failed

**Explanation** A failure occurred in accessing kernel mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PROCYON\_ION\_INTR-3-INTERRUPT\_UNMASK\_FAILED: Interrupt unmask failed: interrupt\_source [dec]

**Explanation** A failure occurred in unmasking interrupts.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PRST\_IFS Messages

This section contains persistent media IOS file system (IFS) messages.

### PRST\_IFS-3

**Error Message** %PRST\_IFS-3-FILE: persistent media IFS file error: %s

**Explanation** An error occurred in a persistent media module (IOS file system) file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PRST\_IFS-3-FILEMEM: No memory to update %s. Please free some space

**Explanation** There is no file system memory for the system to write an updated version of the persistent variable file.

**Recommended Action** Free space on the file system shown in the error message as soon as possible. You must delete existing files or squeeze the file system if the file system requires it (bootflash, for example, may require it).

**Error Message** %PRST\_IFS-3-GENERAL: persistent media IFS general error: %s

**Explanation** An error occurred in the persistent media module (IOS file system).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PRST\_VBL Messages

This section contains persistent variable messages.

### PRST\_VBL-3

**Error Message** %PRST\_VBL-3-GENERAL: Persistent general error: %s

**Explanation** A general error related to a persistent variable occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PRST\_VBL-3-MEDIA: Persistent media error: %s

**Explanation** A media error related to a persistent variable occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PT Messages

This section contains Protocol Translation messages.

**Error Message** %PT-3-PT\_HW\_UNAVAIL: Protocol Tunneling hardware resource not available. [chars]

**Explanation** Protocol tunneling could not be enabled because no redirect registers are available. Protocol tunneling requires redirect registers.

**Recommended Action** Disable any applications that use redirect registers and configure the protocol tunneling again.

**Error Message** %PT-3-PT\_NO\_SWSB: Protocol Tunneling software subblock not found. [chars]

**Explanation** The software subblock that is used for protocol tunneling could not be found for the port specified in the message text. Protocol tunneling has been disabled on this port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF Messages

This section contains Parallel eXpress Forwarding (PXF) messages.

**Error Message** %PXF-2-DWNLOADCOLROW: Could not download the microcode into PXF processor @ column [dec] row [dec].

**Explanation** A problem occurred that prevented the microcode from being downloaded to PXF. This could be either a software or hardware abnormality.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_ACL Messages

This section contains Parallel eXpress Forwarding (PXF) ACL-specific messages.

### PXF\_ACL-3

**Error Message** %PXF\_ACL-3-WS\_ACL\_CONTEXT\_EVENT: [chars] [chars]

**Explanation** An invalid turbo ACL context has been used to call a block initialization. This condition is possibly caused by a process-level watchdog that has timed out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_ACL-3-WS\_ACL\_EVENT: [chars]

**Explanation** PXF turbo ACL errors have occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_ACL-3-WS\_ACL\_PXF\_CONTEXT\_EVENT: [chars] [chars]

**Explanation** An invalid PXF turbo ACL context has been used to call a block initialization. This condition is possibly caused by a process-level watchdog that has timed out.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXFAPI Messages

This section contains Parallel eXpress Forwarding (PXF) API-related messages.

### PXFAPI-3

**Error Message** %PXFAPI-3-TIFBAD: TIF [int] is not available or invalid.

**Explanation** The PXF interface instance that was requested is not available or is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXFAPI-3-TIFINUSE: Request for in-use reserved TIF [int]

**Explanation** A PXF interface instance was requested but is currently reserved as it is still in use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXFAP1-3-TIFNODETACH: TIF [int] could not be detached.

**Explanation** The PXF interface instance could not be detached.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_FIB Messages

This section contains Parallel eXpress Forwarding (PXF) Forwarding Information Base (FIB) messages.

### PXF\_2

**Error Message** %PXF-2-DOWNLOADCOLROW: Could not download the microcode into PXF processor @ column %d row %d.

**Explanation** There was some problem incurred that prevented microcode from being downloaded to PXF, this could be either a software or hardware abnormality.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_FIB-3

**Error Message** %PXF\_FIB-3-WS\_FIB\_RW\_EVENT: [chars] [dec] [chars]

**Explanation** The Layer 2 information for this interface is not consistent in PXF. The router may resume normal operation after this message.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_FIB-3-WS\_FIB\_TIF\_EVENT: [chars] [chars]

**Explanation** The interface does not have a valid PXF handle attached to it. The router may resume normal operation after this message.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_FLOW Messages

This section contains Parallel eXpress Forwarding (PXF) NetFlow messages.

### PXF\_FLOW-4

**Error Message** %PXF\_FLOW-4-INVLDAGG\_SINGLE: The netflow aggregation scheme is not supported in PXF. This interface will be marked as unsupported by the PXF, all incoming traffic to this interface will be processed in the RP.

**Explanation** The only NetFlow aggregation schemes supported in the PXF are AS aggregation, proto port aggregation, source prefix aggregation, and destination aggregation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_FLOW-4-NO\_INVLDAGG: All previously configured unsupported netflow aggregations have been disabled or removed. Netflow enabled interfaces may however still be marked unsupported due to other unsupported features configured.

**Explanation** Only PXF-supported NetFlow aggregation schemes are configured, or possibly no NetFlow aggregation schemes are configured.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# PXF\_GRE Messages

This section contains Parallel eXpress Forwarding (PXF) GRE tunnel-related messages.

## PXF\_GRE-3

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_CLR\_TSTATS: PXF MEM ERROR when clearing PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred when clearing the tunnel statistics from PXF memory. The tunnel statistics could not be properly cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_HINFO: PXF MEM ERROR when downloading tunnel hash info to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. Tunnel hash information could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_HTIFS: PXF MEM ERROR when downloading tunnel hashed tifs to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. Hashed tunnel TIFs could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_READ\_TSTATS: PXF MEM ERROR when reading PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred when reading the tunnel statistics from PXF memory. The tunnel statistics could not be properly read.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_TID: PXF MEM ERROR when downloading tunnel id to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. The tunnel ID could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_GRE-3-PXF\_MEM\_ERR\_TVRF: PXF MEM ERROR when downloading tunnel vrf to PXF (Addr=[hex])

**Explanation** An error occurred when writing into PXF memory. The tunnel VRF could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_GRE-4

**Error Message** %PXF\_GRE-4-PXF\_MEM\_ERR: Memory allocation error while [chars]

**Explanation** An error has occurred while allocating memory. PXF could not process tunneled packets properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_MPLS\_TE Messages

This section contains Parallel eXpress Forwarding (PXF) MPLS traffic engineering (TE) messages.

### PXF\_MPLS\_TE-3

**Error Message** %PXF\_MPLS\_TE-3-PXF\_MEM\_ERR\_CLR\_TSTATS: PXF MEM ERROR when clearing PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred when tunnel statistics were being cleared from PXF memory. The tunnel statistics could not be properly cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_MPLS\_TE-3-PXF\_MEM\_ERR\_LKUP\_TABLE: PXF MEM ERROR when downloading TE tunnel look-up table to PXF (Addr=[hex])

**Explanation** An error occurred while information was being written into PXF memory. The lookup table could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_MPLS\_TE-3-PXF\_MEM\_ERR\_READ\_TSTATS: PXF MEM ERROR when reading PXF tunnel stats (Addr=[hex])

**Explanation** An error occurred while tunnel statistics were being read from PXF memory. The tunnel statistics could not be properly read.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_MPLS\_TE-4

**Error Message** %PXF\_MPLS\_TE-4-PXF\_MEM\_ERR: Memory allocation error while [chars]

**Explanation** An error has occurred while allocating memory. PXF could not process a tunneled packet properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_QOS Messages

This section contains Parallel eXpress Forwarding (PXF) Quality of Service (QoS) messages.

### PXF\_QOS-3

**Error Message** %PXF\_QOS-3-UNAVAILABLE: Cannot %s actual QoS statistics generation in PXF

**Explanation** An error occurred when enabling or disabling QoS Statistic Generation.

**Recommended Action** Disable and re-enable PXF qos-statistics. Also: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: Error attaching %s service-policy PXF data to %s: %s

**Explanation** The assignment of the PXF portion of the service-policy data to a sub-interface has failed. This means that, even though the configuration shows that the service-policy is attached to the sub-interface, the download of the necessary PXF data has not occurred. Because of that, the service-policy will not be effective on the sub-interface.

**Recommended Action** Detach and reattach the service-policy to the sub-interface. Also: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when attaching service policy in PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. Service policy-map could not be properly attached to interface in PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when clearing a WRED counter in PXF (Addr=0x%08x)

**Explanation** An error occurred when writing to PXF memory. PXF WRED counter could not be properly cleared.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when detaching CBWFQ from an interface in PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. CBWFQ could not be properly detached from interface in PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when detaching service policy in PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. Service policy-map could not be properly detached from interface in PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when downloading CBWFQ parameters to PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. CBWFQ parameters could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when downloading QoS classificaton entry to PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. QoS classification entry could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when downloading WRED parameters to PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. WRED parameters could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when downloading marking parameters to PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. 'set' command parameters could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when downloading policing parameters to PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. Police parameters could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when downloading priority parameters to PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. 'priority' command parameters could not be properly downloaded to PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when reading a WRED counter from PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from PXF memory. PXF WRED counter could not be properly read (0 value assumed).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: PXF MEM ERROR when setting CBWFQ up in an interface in PXF (Addr=0x%08x)

**Explanation** An error occurred when reading from or writing to PXF memory. CBWFQ could not be properly set up in interface in PXF.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: Too many configured policy-maps (%d) for current number ofTurboACL classification outcomes (%d).

**Explanation** QoS PXF Classification Engine (based on turbo acl): due to thecurrent number of possible outcomes of the turbo acl compilation,there is not enough memory to hold new policy-maps.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: Too many possible turbo acl outcomes (%d) for current number ofconfigured policy-maps (%d).

**Explanation** QoS PXF Classification Engine (based on turbo acl): due to thecurrent number of policy-maps, there is not enough memory tohold all possible outcomes of the turbo acl compilation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: Too many possible turbo acl outcomes: %d (max policies: %d).

**Explanation** QoS PXF Classification Engine (based on turbo acl): there is not enough memory to hold all possible outcomes of the turbo acl compilation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: Unknown QoS action type: 0x%x.

**Explanation** A QoS feature, unrecognized by PXF, has been configured with the Modular QoS CLI. The feature will work but excessive punting may occur if the feature is on an output interface

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %PXF\_QOS-3-UNAVAILABLE: VTMS will not work correctly. Use hierarchical policy-map for this interface.

**Explanation** This interface does not have a configured link bandwidth. A linkbandwidth is required for VTMS to operate correctly

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## PXF\_VRFS-3

**Error Message** %PXF\_VRFS-3-UNAVAILABLE: %s

**Explanation** Generic PXF VRFS errors

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# QM Messages

This section contains Quality of Service Management (QM) messages.

## QA-3

**Error Message** %QA-3-UNAVAILABLE: %s

**Explanation** This is a software error.

**Recommended Action** Copy the error message exactly as it appears. Also copy the output of show version and show cont cbus. Contact your technical support representative.

**Error Message** %QA-3-UNAVAILABLE: NULL

**Explanation** This is a diagnostic message.

**Recommended Action** This message appears after a QA error, and contains diagnostic information regarding that error. Copy the original QA error message and all the following QA diagnostic error messages exactly as they appear. Also copy the output of show version and show cont cbus. Contact your technical support representative.

## QATM-2

**Error Message** %QATM-2-UNAVAILABLE: Cannot read TCAM

**Explanation** Possibly bad hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QATM-2-UNAVAILABLE: Cannot read TCAM associated data

**Explanation** Possibly bad hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QATM-2-UNAVAILABLE: Cannot write TCAM associated data

**Explanation** Possibly bad hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QATM-2-UNAVAILABLE: Cannot write the TCAM

**Explanation** Possibly bad hardware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## QEM-3

**Error Message** %QEM-3-UNAVAILABLE: Found %s switch processors

**Explanation** The QEM driver found either no switch processors or more than one. Exactly one is the only supported configuration.

**Recommended Action** Make sure there is only one switch processor.

## QM-2

**Error Message** %QM-2-ACL\_FAILURE: Interface %s traffic will not comply with ACLs in %s direction(s)

**Explanation** ACLs will not be applied to traffic for this interface due to TCAM resource contention.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %QM-2-CONFORM\_ACTION\_NE: Different aggregate and microflow conform-action in class [chars] [policy [chars]]

**Explanation** Conform actions in the **police** and **police flow** commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in the **police** or **police flow** command to make both actions the same, or remove one of the two commands.

**Error Message** %QM-2-DSCP\_NE: Different aggregate and microflow DSCP in class %s [policy %s]

**Explanation** Conform actions in 'police' and 'police flow' commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in the **police** or **police flow** command to make both actions the same, or remove one of two commands.

**Error Message** %QM-2-ERROR: %s %s:%d

**Explanation** This message can take many forms. It provides information about a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QM-2-MAX\_ACLS\_EXCEED: The number of %s ACLs in a service-policy for %s exceeds 255

**Explanation** This interface doesn't support more than 255 ACLs per service-policy, per protocol.

**Recommended Action** Reduce the total number of classes (per protocol) in the service-policy.

**Error Message** %QM-2-MERGE\_ERROR: ACL merge error for Interface [chars] in [chars] direction status [dec]

**Explanation** The ACL merge failed before programming ACLs into the TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service-policies installed in the device. For example, use shared aggregate policers, as defined by 'mls qos aggregate-policer' command, instead of default per-interface policers

**Error Message** %QM-2-NO\_AGGREG\_PLC\_IF: Out of hardware aggregate policers (policy %s, class %s, interface %s)

**Explanation** The hardware doesn't have the capacity to handle aggregate policers required by the service-policy class for the indicated interface.

**Recommended Action** Reduce the total number of aggregate policers required by all service-policies installed in the device. For example, use shared aggregate policers, as defined by 'mls qos aggregate-policer' command, instead of default per-interface policers

**Error Message** %QM-2-NO\_FLOW\_PLC: Hardware microflow policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle microflow policers required by the policy-map.

**Recommended Action** Adjust microflow policing rate/burst parameters so that the total number of different rate/burst combinations in the device is reduced.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_2\_PLCRS: Command rejected: (policy [chars] interface [chars] dir [chars]) police and police aggregate commands present in same traffic class

**Explanation** One of two conditions has occurred: either a policy map that contains a traffic class with both **police** and **police aggregate** commands is attached to an unsupported interface or a policy attached to an interface is being modified in an unsupported manner.

**Recommended Action** Remove the unsupported command combination from the same traffic class. In the case of a modification to a policy that is already attached to unsupported interfaces, no action is required because the command is automatically rejected.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_ARP\_UFLOW: Command rejected: (policy-map [chars] class [chars] interface [chars] dir [chars]) flow policer is not supported for traffic classes matching ARP ACL.

**Explanation** In a policy map, flow policer is not supported if the traffic class is matching ARP ACL.

**Recommended Action** Remove the flow policer from traffic class matching ARP ACL and reattach the policy or change the traffic class to match non-ARP ACL and configure flow policer.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_IPX\_PROTO: Command rejected: (policy-map %s class %s) IPX access-list is not supported in EARL7.

**Explanation** In a class map, an IPX access list is not supported in the match criteria.

**Recommended Action** Remove the IPX access list from the traffic class match criteria and reattach the policy, or change the traffic class to match a non-IPX ACL.

**Error Message** %QM-2-PLC\_ATTACH\_REJECT\_SET: Command rejected: (policy [chars] interface [chars] dir [chars]) police/trust and set commands present in same traffic class

**Explanation** One of two conditions has occurred: either a policy map that contains a traffic class with both **set** and **police/trust** commands is attached to an unsupported interface or a policy attached to an interface is being modified in an unsupported manner.

**Recommended Action** Remove the unsupported command combination from the same traffic class. In the case of a modification to a policy that is already attached to unsupported interfaces, no action is required because the command is automatically rejected.

**Error Message** %QM-2-POLARIS\_POLICY\_REINSTALL: Policy %s on %s is reinstalled.

**Explanation** Polaris version 1 card doesn't support egress QoS for multicast traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QM-2-POLARIS\_POLICY\_REMOVE: Policy %s on %s is removed.

**Explanation** Polaris version 1 card doesn't support egress QoS for multicast traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QM-2-QM\_MODE\_1: QoS on vlan/etherchannel interfaces or egress side is removed.

**Explanation** Polaris version 1 card doesn't support egress QoS for multicast traffic.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QM-2-SET\_IP\_AND\_MPLS: Hardware does not support 'set mpls exp' and 'set precedence | dscp' together

**Explanation** The hardware does not support the **set mpls exp** and **set precedence | dscp** commands together.

**Recommended Action** Use either the **set mpls exp** or the **set precedence | dscp** command.

**Error Message** %QM-2-TCAM\_ENTRIES\_EXCEEDED: ACL merge failed, ACEs exceed TCAM capacity or 0 ACEs, [dec] ACEs for interface [chars] in [chars] direction

**Explanation** The ACL merge was halted. The results of the ACL merge have caused the number of ACEs to exceed the TCAM capacity, or zero ACEs were present.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## QM-3

**Error Message** %QM-3-ERROR\_STAT: %s stat:%d in %s:%d

**Explanation** This message can take many forms. It provides information about a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## QM-4

**Error Message** %QM-4-AGG\_POL\_EXCEEDED: QoS Hardware Resources Exceeded : Out of Aggregate policers

**Explanation** The supported number of aggregate policers has been exceeded. On EARL 7-based switches, this limit is 1023.

**Recommended Action** Attempt to aggregate policers if possible.

**Error Message** %QM-4-AGGREG\_PLC\_IGNORED: 'police' command ignored in presence of 'police aggregate %s'

**Explanation** If both 'police' and 'police aggregate' are specified as policy actions for the same class, 'police' is ignored as long as aggregate has been defined via 'mls qos aggregate'.

**Recommended Action** Do not specify both 'police' and 'police aggregate' in same class.

**Error Message** %QM-4-FRAG\_INFO: QoS TINY\_FRAG : enable 'mls qos vlan based' on accessports of L3 VLANs for fo1 policing to take effect

**Explanation** Policing of fragment offset == 1 (FO1) packets through switch ports will be supported only if the port is in VLAN-based mode, because FO1 policing is a Layer 3 feature.

**Recommended Action** Enter the **mls qos vlan based** command on the switch port.

**Error Message** %QM-4-MFLOW\_POL\_EXCEEDED: QoS Hardware Resources Exceeded : Out of Micro flow policers

**Explanation** The supported number of microflow policers has been exceeded. On EARL7-based switches, this limit is 63.

**Recommended Action** No action is required.

**Error Message** %QM-4-TCAM\_CAPMAP: Interface %s hardware TCAM LOU usage capability exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of logical operations used with the configured ACLs on this specific interface.

**Recommended Action** The hardware TCAM can only handle up to 9 logical operations per interface and up to 64 logical operations in total. Reduce the use of logical operations in the ACLs.

**Error Message** %QM-4-TCAM\_ENTRY: Hardware TCAM entry programming failed for %s intf %s dir %s: %s

**Explanation** The hardware TCAM doesn't have the capacity to handle all of the configured ACLs.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %QM-4-TCAM\_LABEL: Hardware TCAM label capacity exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of interfaces configured with ACLs.

**Recommended Action** The hardware TCAM can only handle 500 interfaces configured with ACLs. Deconfigure ACLs from some of the interfaces.

**Error Message** %QM-4-TCAM\_LOU: Hardware TCAM LOU capacity exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of logical operations used with the configured ACLs.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %QM-4-TCAM\_MASK: Hardware TCAM mask entry capacity exceeded

**Explanation** The hardware TCAM does not have the mask capacity to handle all of the configured ACLs.

**Recommended Action** Because the configured ACLs are too large to all fit in the hardware TCAM, try to share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %QM-4-UNEXPECTED\_INTERNAL\_QOS\_CONDITION: Unexpected internal QoS condition.

**Explanation** An unexpected internal QoS condition has occurred. QoS debug may be enabled to obtain more information in case the condition recurs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QM-4-WARNING: %s %s:%d

**Explanation** This message provides information about a software warning.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## QM-6

**Error Message** %QM-6-EOM\_FORCE\_TRUSTED: EoMPLS on [chars] caused install of 'trust cos' state

**Explanation** If EoMPLS is configured on the interface or any of its subinterfaces, the no trust state is automatically replaced by the trust CoS state.

**Recommended Action** Remove all EoMPLS configurations from the interface to restore the no trust state.

**Error Message** %QM-6-EOM\_RESTORE\_UNTRUSTED: The 'no trust' state is restored on EoMPLS removal from [chars]

**Explanation** If EoMPLS is unconfigured on the interface and all its subinterfaces, the no trust state is restored.

**Recommended Action** No action is required.

**Error Message** %QM-6-EOM\_TRUST\_NOT\_INSTALLED: 'no trust' command is not installed on [chars] in presence of EoMPLS

**Explanation** If EoMPLS is configured on the interface or any of its subinterfaces, the **no trust** command is not installed.

**Recommended Action** Remove all EoMPLS configurations from the interface.

**Error Message** %QM-6-IOS\_AND\_PS\_FEATURE: [chars] action cannot be present in classmap [chars] of policymap [chars] because this service-policy cannot be executed in Cat6K HW due to the presence of filters which require packets to be processed in IOS SW

**Explanation** NBAR is required for the match protocol commands used. NBAR exists only in software. Hardware-specific actions cannot be supported.

**Recommended Action** Remove either the hardware-specific command(s) or the match protocol criteria in class map.

**Error Message** %QM-6-NBAR\_DISABLED: Packets will not be software switched.

**Explanation** NBAR is disabled so traffic will not be redirected to the RP.

**Recommended Action** No action is required.

**Error Message** %QM-6-NBAR\_ENABLED: Packets will be software switched.

**Explanation** NBAR is enabled so all the traffic will be redirected to the RP.

**Recommended Action** No action is required.

**Error Message** %QM-6-SET\_AND\_POLICE: 'set' and 'police' commands cannot co-exist in classmap [chars] of policymap [chars]

**Explanation** The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Choose one of the commands or use the **set-dscp-transmit | set-precedence-transmit | set-exp** option for the conform action of the **police** command.

**Error Message** %QM-6-SET\_AND\_TRUST: 'set' and 'trust' commands cannot co-exist in classmap [chars] of policymap [chars]

**Explanation** The **set** and **trust** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Choose one of the commands.

**Error Message** %QM-6-SHAREDAG\_AND\_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap [chars] of policymap [chars]

**Explanation** The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Choose one of the commands or use the **set-dscp-transmit | set-precedence-transmit | set-exp** option for the conform action of the **police** command.

**Error Message** %QM-6-TRUST\_AND\_POLICE: 'trust' and 'police/police aggregate with a set' cannot co-exist in classmap %s of policymap %s

**Explanation** The **trust** command and the **police** (or **police aggregate**) command with **set** statements cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Remove the **set** statements in the **police** or **police aggregate** command.

**Error Message** %QM-6-UNDEF\_SHR\_AG: shared aggregate policer [chars] used in classmap [chars] of policymap [chars] is not defined

**Explanation** Shared aggregate policers have to be created first by entering the **mls qos aggregate** command before being used in a policy map.

**Recommended Action** Either define the shared aggregate policer or do not use it in the policy map.

## QLLC-3

**Error Message** %QLLC-3-UNAVAILABLE: %e - Different partner - originally %e - now %e

**Explanation** The partner for this QLLC virtual MAC address does not match the MAC address that was defined with the qllc partner command.

**Recommended Action** Verify that the qllc partner statement in the configuration file is correct.

**Error Message** %QLLC-3-UNAVAILABLE: %s

**Explanation** An I-Frame was discarded due to network congestion.

**Recommended Action** Verify that the LAN is not beaconing and that it is not in a congested state. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QLLC-3-UNAVAILABLE: %s

**Explanation** The text string provided with this error message describes the specific QLLC problem.

**Recommended Action** Follow the instructions that appear with the error message. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QLLC-3-UNAVAILABLE: %s ptr is null

**Explanation** The specified structure was not configured.

**Recommended Action** Confirm the configuration commands for the structure.

**Error Message** %QLLC-3-UNAVAILABLE: Bad opcode %04x from %e to %e

**Explanation** Either remote source-route bridging is incorrectly configured, or the other RSRB device is down.

**Recommended Action** Verify that remote source-route bridging is configured correctly with the right version of the IOS software.

**Error Message** %QLLC-3-UNAVAILABLE: Bad qllc state - %s - %e

**Explanation** An invalid LLC primitive was detected.

**Recommended Action** Verify that the Token Ring ports and any participating LAN devices are configured correctly.

**Error Message** %QLLC-3-UNAVAILABLE: Bad qllc state - %s

**Explanation** An invalid QLLC primitive was detected.

**Recommended Action** Verify that the partner QLLC device is configured correctly.

**Error Message** %QLLC-3-UNAVAILABLE: Bad qllc state - %s event - %s macaddr - %e

**Explanation** The LLC primitive specified placed the router in an invalid state.

**Recommended Action** Verify that the Token Ring ports and any participating LAN devices are configured correctly.

**Error Message** %QLLC-3-UNAVAILABLE: Couldn't make null xid - %e -%e

**Explanation** An attempt to create an IEEE XID failed.

**Recommended Action** Verify that the qlc partner statement in the configuration file is correct, and that the partner is on the desired LAN.

**Error Message** %QLLC-3-UNAVAILABLE: Couldn't make xid - %e -%e

**Explanation** The QLLC XID could not be forwarded to the LAN.

**Recommended Action** Verify that the qlc partner and the qlc xid commands are correct.

**Error Message** %QLLC-3-UNAVAILABLE: Incoming Call: Insufficient resources available

**Explanation** This message is reporting insufficient system memory.

**Recommended Action** Upgrade the memory.

**Error Message** %QLLC-3-UNAVAILABLE: Incoming call: No QLLC Service Access Point Configured for x.25 subaddress %s

**Explanation** A remote X.25 device is calling the router for QLLC service using a subaddress that was not configured by the X.25 routing facility. The subaddress was not configured for QLLC service.

**Recommended Action** Correct the QLLC configuration. Configure only the subaddress on the QLLC service, not the complete X.121 address that the remote X.25 device uses.

**Error Message** %QLLC-3-UNAVAILABLE: Incoming call: No partner Mac Address configured - X.25 subaddress %s

**Explanation** There is an incoming call, but a connection cannot be initiated to a partner since no partner is configured in a qlc dlsw command (for QLLC/DLSw+ only).

**Recommended Action** Configure a partner for the incoming calling (such as using the qlc dlsw partner command).

**Error Message** %QLLC-3-UNAVAILABLE: Incoming call: QLLC map entry not found

**Explanation** A software error in the router code occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QLLC-3-UNAVAILABLE: M bit Reassembly failed - couldn't allocate a packet

**Explanation** The router ran out of memory to allocate buffers.

**Recommended Action** Make sure that the router configuration is adequate for the service expected of it. You might want to tune the buffer pools, or upgrade to a larger router. At the very least, you will need more memory.

**Error Message** %QLLC-3-UNAVAILABLE: No QLLC Service Access Points defined

**Explanation** No QLLC services have been configured, even though the router will accept incoming calls for QLLC.

**Recommended Action** Configure the QLLC service required.

**Error Message** %QLLC-3-UNAVAILABLE: No lnx entry for macaddr %e

**Explanation** No virtual MAC address was defined for this interface.

**Recommended Action** Define the virtual MAC address, using either the x25 map qlc or the x25 pvc qlc command.

**Error Message** %QLLC-3-UNAVAILABLE: Not enough memory available

**Explanation** There is not enough memory in the system to complete this request.

**Recommended Action** Add more memory to the router. Otherwise, reduce the configuration or the load on the router.

**Error Message** %QLLC-3-UNAVAILABLE: Opcode %s is invalid

**Explanation** Either remote source-route bridging or local acknowledgment is configured incorrectly.

**Recommended Action** Verify that remote source-route bridging and local acknowledgment are configured correctly.

**Error Message** %QLLC-3-UNAVAILABLE: Outgoing call: Partner Mac Address %e doesn't match configured partner %e

**Explanation** A device tried to connect to a QLLC VMAC (from Token Ring, for instance), but the MAC address of that device does not match the partner in the qlc dlsw command.

**Recommended Action** Correct the QLLC configuration to match the right partner.

**Error Message** %QLLC-3-UNAVAILABLE: Pak enqueue failed

**Explanation** A packet was not sent to the LAN.

**Recommended Action** Verify that the LAN partner is configured correctly, and that the partner is on the desired LAN.

**Error Message** %QLLC-3-UNAVAILABLE: Sna configuration error for %e: Lan device is PU2.1, X.25 device is PU2.0 (XID Format 1)

**Explanation** The IBM Gateway (3172) or front-end processor on the LAN is sending XID Format 3 which is used to communicate with PU2.1 devices. The X.25 device is a PU2.0 (3174) that is configured to send XID Format 1 messages. This is a very rare situation - for example, Revision A5.6 on, and C5.1 on the 3172. A likely cause is that the revision levels on the IBM equipment are incompatible.

**Recommended Action** Check the revision levels on the external equipment, and upgrade them if necessary.

**Error Message** %QLLC-3-UNAVAILABLE: Unable to open an llc2 session

**Explanation** An LLC2 session could not be established with the destination MAC address.

**Recommended Action** Verify that the qlc partner statement in the configuration file is correct, and that the partner is on the desired LAN.

**Error Message** %QLLC-3-UNAVAILABLE: lnx\_remove\_macaddr\_hash did not find target lnx

**Explanation** The qlc srb command was not defined for this interface.

**Recommended Action** Add a valid qlc srb statement for this serial interface.

## QLLC-4

**Error Message** %QLLC-4-UNAVAILABLE: Unable to open qlc session, current state is %s

**Explanation** A QLLC session could not be established.

**Recommended Action** Verify that the qlc partner and the qlc xid commands are correct.

## QnQ Messages

This section contains Q-in-Q (QnQ) messages.

**Error Message** %QnQ-6-NATIVE\_VLAN\_TAGGING: Please enable the native VLAN tagging feature for proper functioning of the Q-in-Q service.

**Explanation** QnQ may not function properly for packets in the native VLAN if native VLAN tagging is not enabled.

**Recommended Action** Enable native VLAN tagging by entering the **vlan dot1q tag native** command.

## QoS Messages

This section contains Quality of Service (QoS) messages.

### QoS-3

**Error Message** %QoS-3-HA\_BULK\_SYNC: %s Failure in completing bulk sync

**Explanation** The QoS configuration cannot be synchronized to the standby.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QoS-3-HA\_BULK\_SYNC\_BEFORE\_TIMEOUT: %s Failure in completing bulk sync before timeout

**Explanation** The QoS configuration cannot be synchronized to the standby.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOS-3-HA\_GET\_ARG\_NUM: %s Failure in getting event identification

**Explanation** The QoS configuration cannot be synchronized to the standby.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOS-3-HQFPOOLERR: interface [chars]: failed to allocate hqf particle

**Explanation** The HQF particle pool is empty. It cannot process a router generated packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show buffer** and **show policy interface** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOS-3-NOCAPID: Failed to allocate QoS capability ID.

**Explanation** No more QoS capability IDs are available.

**Recommended Action** Change the Cisco IOS software image so that it can support more QoS capability IDs. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## QOS-6

**Error Message** %QOS-6-EXTENDED\_BURST\_CHANGED\_WARN: Illegal extended burst size; it is increased to [int]

**Explanation** Configured extended burst size is less than the Rate.It is considered to be illegal and has been reset basedon the Rate.

**Recommended Action** This is an informational message only.No action is required.

**Error Message** %QOS-6-NORMAL\_BURST\_CHANGED\_WARN: Illegal normal burst size; it is increased to [int]

**Explanation** Configured normal burst size is less than the Rate.It is considered to be illegal and has been reset basedon the Rate.

**Recommended Action** This is an informational message only. No action is required.

## QOSMGR Messages

This section contains Quality of Service (QoS) manager messages.

## QOSMGR-3

**Error Message** %QOSMGR-3-FEATURE\_NOT\_FOUND: Cannot find feature for [chars]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-FILTERTYPE\_INVALID: Internal Error Invalid Policy filtertype [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-MERGE\_RES\_COUNT: Internal Error Invalid count

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-NO\_POLICER\_QOSLABEL: Creating port Class Label Failed

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-NO\_VMR\_QOSLABEL: qm\_generate\_vmrs have no qos label

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-NULL\_POLICER: Internal Error Invalid Policer

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-POLICER\_RES\_COUNT: Internal Error Invalid Policer count

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-POLICYMAP\_NOT\_FOUND: Cannot find policymap for [chars]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-QUEUE\_PTR\_ERROR: queue pointers out of order [hex] [hex] [hex] [hex]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-RESERVE\_COUNT\_ERROR: Reserved Count Exceeding total [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-RESOURCE\_INTERNAL: Internal Error in resource allocation

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-3-VMRSEQ\_INVALID: Internal Error Invalid VMR sequence

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show running-config** command to gather data that may help identify the nature of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show running-config** commands and your pertinent troubleshooting logs.

## QOSMGR-4

**Error Message** %QOSMGR-4-ACTION\_NOT\_SUPPORTED: Action is not supported in policymap [chars]

**Explanation** An action that cannot be configured by the **set**, **trust**, and **police** commands in policy map configuration mode was configured in a policy map. This condition indicates a hardware limitation.

**Recommended Action** Configure only the supported actions that can be configured by the **set**, **trust**, and **police** commands in policy map configuration mode.

**Error Message** %QOSMGR-4-CLASS\_NOT\_SUPPORTED: Classification is not supported in classmap [chars]

**Explanation** An unsupported **match class-map** command was entered in class-map configuration mode in a policy map and attached to an egress interface, or more than one **match** command was configured. This condition indicates a hardware limitation.

**Recommended Action** Reconfigure the class map or the policy map. Use only the **match dscp** command in class-map configuration mode in a policy map that is attached to an egress interface. Only one match per class map is supported.

**Error Message** %QOSMGR-4-COMMAND\_FAILURE: Execution of [chars] command failed on [chars]

**Explanation** The command to configure a QoS setting failed. This condition possibly indicates a lack of hardware resources.

**Recommended Action** Check to see if any other messages along with this message indicate a resource failure. If other messages indicate that the hardware resources have been exceeded, retry the command with a smaller configuration. If you require more information, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %QOSMGR-4-HARDWARE\_NOT\_SUPPORTED: Hardware limitation has reached for policymap [chars]

**Explanation** The hardware cannot support the current policy map configuration. More QoS ACL entries have been configured than the number that is specified in the Switch Database Management template.

**Recommended Action** Reconfigure the class map or the policy map and reduce the number of QoS ACLs.

**Error Message** %QOSMGR-4-MATCH\_NOT\_SUPPORTED: Match type is not supported in classmap [chars]

**Explanation** An unsupported match type was specified. The only match types that are supported are **match access-group**, **match dscp**, and **match precedence**.

**Recommended Action** Reconfigure the class map. Ensure that only the **match access-group**, **match dscp**, and **match precedence** commands in class-map configuration mode are used within the class map.

**Error Message** %QOSMGR-4-NOT\_SUPPORTED: Action '[chars]' is not supported for a policymap attached to output side.

**Explanation** A **set** or **trust** command was configured in policy-map class configuration mode in a policy map and attached to an egress interface. The requested action will not be applied to the configuration.

**Recommended Action** Do not configure a **set** or **trust** command in policy-map class configuration mode in a policy map and attach it to an egress interface. These policy map actions are supported only on ingress interfaces.

**Error Message** %QOSMGR-4-POLICER\_PLATFORM\_NOT\_SUPPORTED: Policier configuration has exceeded hardware limitation for policymap [chars]

**Explanation** The policy map configuration has exceeded the limitation of the hardware. More policers have been configured in all policy maps by using the **police** or **police aggregate** command in policy-map class configuration mode than can be supported by the hardware.

**Recommended Action** Reconfigure the class map or the policy map or delete the policy from some interfaces.

**Error Message** %QOSMGR-4-POLICER\_POLICY\_NOT\_SUPPORTED: Number of policers has exceeded per policy hardware limitation for policymap [chars]

**Explanation** The policy map configuration has exceeded the limitation of the hardware. More policers have been configured in a policy map by using the **police** or **police aggregate** command in policy-map class configuration mode than can be supported by the hardware.

**Recommended Action** Reconfigure the class map or the policy map, and reduce the number of policers.

## QUICC-1

**Error Message** %QUICC-1-UNAVAILABLE: QUICC(%d/%d), Clear to Send Lost

**Explanation** The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem is a result of a communication line failure or cable disconnection.

**Recommended Action** Check the serial interface cable and/or communication equipment, such as the channel service unit/data service unit (CSU/DSU).

**Error Message** %QUICC-1-UNAVAILABLE: QUICC(%d/%d), SCC%x init failed

**Explanation** The software failed to initialize/restart a 1T serial card.

**Recommended Action** Clear the serial interface. If the message recurs, call your technical support representative for assistance.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d/%d), Transmit underflow

**Explanation** While transmitting a frame, the serial controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d), BRI card in wrong slot(1)

**Explanation** The BRI card is not supported in WIC slot 0.

**Recommended Action** Power down, move the BRI card to the other WIC slot on the port module and reboot.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d), Unexpected modem-signal interrupt

**Explanation** The software did not expect to see a modem control signal change on this type of WIC card interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d), wic card has an unknown id of %x

**Explanation** The software does not recognize the type of WIC card plugged into the port module.

**Recommended Action** Check the part number on the WIC card to verify that it is supported in the IOS release operational on the router or contact your technical support representative.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d/%d), Excessive modem control changes

**Explanation** The system received too many modem control signal interrupts. Modem control signals are hardware handshake signals between data terminal equipment (DTE) and data communications equipment (DCE). The signals include either a data carrier detect (DCD) or a data set ready (DSR), or both DCD and DSR.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d/%d), Unexpected HDX state %d, event %d

**Explanation** A bad event was detected in the state machine for half duplex transmission/reception.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d/%d), packet too big, packet size was %d bytes

**Explanation** A packet greater than the assigned MTU of this serial interface was queued up for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate an error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QUICC-1-UNAVAILABLE: Quicc(%d/%d), packet was less than 2 bytes, packet size was %d bytes

**Explanation** A small packet (less than 2 bytes) was queued up for transmission. The interface cannot handle such small packets for transmission.

**Recommended Action** The system should recover. No action is required. If the message recurs, it may indicate a hardware error related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QUICC-1-UNAVAILABLE: Slot %d has an unsupported combination of ISDN WAN interface cards

**Explanation** It is not possible to support this type of BRI card in slot 1 along with another BRI card in slot 0.

**Recommended Action** Remove one of the BRI cards from either slot.

**Error Message** %QUICC-1-UNAVAILABLE: msgtxt\_nomemory

**Explanation** The MC68360/QUICC CPU was unable to access the memory it needs to carry out its functions. Here are some possible causes. The network is large, requiring a lot of memory for routing tables, and so on. The router configuration has many features enabled, each of which require a certain amount of memory. A software error (memory leak) exists.

**Recommended Action** Reduce system activity to ease the memory demand, or upgrade to a larger memory configuration.

## QUICC-3

**Error Message** %QUICC-3-UNAVAILABLE: QUICC(%d/%d), Buffer ownership error, pak=0x%x

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %QUICC-3-UNAVAILABLE: Quicc, Incorrect SCC number

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

**Error Message** %QUICC-3-UNAVAILABLE: Unknown microcode revision number: %d

**Explanation** The MC68360/QUICC CPU was running an unexpected version of microcode. This could be possible if a new version of the QUICC chip was released or if a very old version was used in the manufacturing process. This could also occur if a new version of microcode was released to fix any bugs

**Recommended Action** A decrease in performance might occur for any async interfaces running PPP. Call your technical support representative if this is an issue.

**Error Message** %QUICC-3-UNAVAILABLE: msgtxt\_ownerror

**Explanation** An internal software error occurred.

**Recommended Action** Call your technical support representative to obtain a software upgrade.

## QUICC\_ASYNC-3

**Error Message** %QUICC\_ASYNC-3-UNAVAILABLE: Unit %d, Clear to Send Lost

**Explanation** The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem is a result of a communication line failure or cable disconnection

**Recommended Action** Check the serial interface cable and/or communication equipment, such as the channel service unit/data service unit (CSU/DSU).

## QUICC\_ETHER-1

**Error Message** %QUICC\_ETHER-1-UNAVAILABLE: Unit %d, lost carrier. Transceiver problem?

**Explanation** The Ethernet 10BaseT cable is unplugged.

**Recommended Action** Connect the 10BaseT Ethernet cable.

**Error Message** %QUICC\_ETHER-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## QUICC\_ETHER-3

**Error Message** %QUICC\_ETHER-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** While transmitting a frame, the Ethernet controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates a hardware error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %QUICC\_ETHER-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** While transmitting a frame, the Ethernet controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required. If the problem recurs, it indicates a hardware error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

## QUICC\_ETHER-5

**Error Message** %QUICC\_ETHER-5-UNAVAILABLE: Unit %d, excessive collisions. Retry limit %d exceeded

**Explanation** An Ethernet cable is broken or unterminated.

**Recommended Action** Check cables for proper connections, termination, and so on.

**Error Message** %QUICC\_ETHER-5-UNAVAILABLE: Unit %d, heartbeat check failure

**Explanation** The Ethernet cable might be too long, or there could be too many repeaters such that the delay from one end to the other is too long. The Ethernet cable might be overloaded with too many users.

**Recommended Action** Verify that your Ethernet cable is the correct length and that you do not have too many repeaters in use. If these are not the problem, try removing hosts from the Ethernet segment to reduce the load.

**Error Message** %QUICC\_ETHER-5-UNAVAILABLE: Unit %d, heartbeat check failure

**Explanation** The Ethernet transceiver is malfunctioning.

**Recommended Action** Replace the hardware.

**Error Message** %QUICC\_ETHER-5-UNAVAILABLE: Unit %d, late collision error

**Explanation** The Ethernet cable might be too long, or there could be too many repeaters such that the delay from one end to the other is too long. The Ethernet cable might be overloaded with too many users.

**Recommended Action** Verify that your Ethernet cable is the correct length and that you do not have too many repeaters in use. If these are not the problem, try removing hosts from the Ethernet segment to reduce the load.

## QUICC\_SERIAL-1

**Error Message** %QUICC\_SERIAL-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** The serial interface controller of the QUICC chip could not be initialized or started for operation. There is probably a hardware problem.

**Recommended Action** Power cycle the system. If the error reoccurs, replace the unit.

**Error Message** %QUICC\_SERIAL-3-UNAVAILABLE: Unit %d, Clear to Send Lost

**Explanation** The Clear To Send (CTS) input signal on a data terminal equipment (DTE) serial interface became inactive while transmitting a frame. This problem stems from a communication line failure or cable disconnection.

**Recommended Action** Check the serial interface cable and or communication equipment such as the channel service unit/data service unit (CSU/DSU).

**Error Message** %QUICC\_SERIAL-3-UNAVAILABLE: Unit %d, underflow error

**Explanation** While transmitting a frame, the serial controller chip's local buffer received insufficient data because data could not be transferred to the chip fast enough to keep pace with its output rate. Normally, such a problem is temporary, depending on transient peak loads within the system.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates a hardware error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

## QUICC\_SERIAL-5

**Error Message** %QUICC\_SERIAL-5-UNAVAILABLE: Unit %d, carrier detect signal lost during message reception

**Explanation** The RS-232C Carrier Detect (DCD) signal was de-asserted during message reception. The DCE equipment is responsible for asserting this signal.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected.

**Error Message** %QUICC\_SERIAL-5-UNAVAILABLE: Unit %d, excessive modem control changes

**Explanation** The system received too many modem control signal interrupts. Modem control signals are hardware handshake signals between data terminal equipment (DTE) and data communications equipment (DCE). The signals include either a data carrier detect (DCD) or a data set ready (DSR), or both a DCD and a DSR.

**Recommended Action** Check the serial interface cable. The error can occur if the cable is disconnected or has come loose and is picking up noise. If the cable appears to be connected correctly, check the equipment connected to the cable.

## R4K\_MP Messages

This section contains central processing unit (R4K\_MP) messages.

### R4K\_MP-3

**Error Message** %R4K\_MP-3-CRASHED: CPU [dec] has now crashed a total of [dec] times.

**Explanation** The specified CPU failed the specified number of times and has been restarted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## R4K\_MP-5

**Error Message** %R4K\_MP-5-DELEGATE\_GETBUF: Delegated call to [hex] failed, out of buffers

**Explanation** A remote procedure call (RPC) to the specified function failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RAC-3

**Error Message** %RAC-3-UNAVAILABLE: Can not find lease information for interface %s

**Explanation** Internal error - DHCP lease information is missing for the interface

**Recommended Action** Report the problem and how it can be reproduced to Cisco TAC

**Error Message** %RAC-3-UNAVAILABLE: Can't create RAC work queue

**Explanation** Internal error - probable cause is insufficient memory resources

**Recommended Action** Check available memory.

**Error Message** %RAC-3-UNAVAILABLE: DHCP is already running on interface %s

**Explanation** The interface already has a DHCP originated address via some other system mechanism

**Recommended Action** Verify the system configuration

## RADIO-2

**Error Message** %RADIO-2-UNAVAILABLE: Radio%d/0, ODU %d: over temperature %s

**Explanation** Most likely cause is hardware failure or solar heating

**Recommended Action** Keep the RF ODU cool

## RADIO-3

**Error Message** %RADIO-3-UNAVAILABLE: Radio%d/0, failed self-test

**Explanation** Most likely a hardware failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RADIO-4

**Recommended Action** **logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: %s%d/%d, Chip %s: failed to find image given current configuration

**Explanation** Most likely configured to use external files

**Recommended Action** Change configuration to use internal files

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, DONE pin on FPGA %s did not assert after downloading

**Explanation** The DONE pin of a FPGA device on the RADIO line card did not assert after the downloading of the device. This probably indicates an existing or developing hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, Error processing indication from DSP %s (%s:%d)

**Explanation** A DSP on the RADIO line card generated an indication message that could not be processed. This can happen when the router is operating under severe traffic load.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, HPI timeout while attempting to access DSP %s

**Explanation** A DSP on the RADIO line card was not granting access to its memory. Most likely cause is a DSP firmware internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, IDU IF internal serial communication error - %s

**Explanation** Most likely cause is a loose IF baby board

**Recommended Action** Replace hardware

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, INIT pin on FPGA %s asserted during downloading

**Explanation** The INIT pin of a FPGA device on the RADIO line card asserted midway through the downloading of the device. Most likely cause is corrupted FPGA image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, INIT pin on FPGA %s not asserted when PROG pin asserted

**Explanation** The INIT pin of a FPGA device on the RADIO line card did not assert when the PROG pin was asserted. This indicates either a faulty FPGA device or software problem resetting it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, Internal %s Oscillator out of Lock %s

**Explanation** Most likely cause is vibration or hardware failure

**Recommended Action** Replace internal card

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, ODU %d %s Oscillator out of Lock %s

**Explanation** Most likely cause is vibration or hardware failure

**Recommended Action** Replace electronics on Out Door Unit

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, ODU %d is %s

**Explanation** Most likely cause is a disconnected cable

**Recommended Action** Check or replace cable from UBR to the Out Door Unit

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, ODU %d max transmitter power exceeded %s

**Explanation** Most likely cause is hardware failure

**Recommended Action** Replace RF ODU

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, ODU %d serial communication error - %s

**Explanation** Most likely cause is a disconnected cable

**Recommended Action** Check or replace cable from UBR to the Out Door Unit

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, ODU %d: supply voltage out of range %s

**Explanation** Most likely cause is hardware failure

**Recommended Action** Replace RF ODU

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, ODU %d: temperature is %d degrees C, threshold is %d degrees C

**Explanation** Most likely cause is hardware failure or solar heating

**Recommended Action** Keep the RF ODU cool

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, Unsupported IF PIC major eeprom version (%u) on IDU

**Explanation** IOS should be upgraded to support the new eeprom

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, Unsupported RF PIC major eeprom version (%u) on ODU %d

**Explanation** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved

software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** Call tech support - upgrade IOS

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, bad IF PIC version (%d) on IDU

**Explanation** Most likely a hardware configuration oversight

**Recommended Action** Call tech support

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, bad RF PIC version (%d) on ODU %d

**Explanation** Most likely a hardware configuration oversight

**Recommended Action** Call tech support

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, could not find HW Capabilities field in IDPROM

**Explanation** Most likely cause is an improperly-programmed IDPROM

**Recommended Action** Have the IDPROM on the linecard reprogrammed

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, link synchronization %s.

**Explanation** Most likely cause loose ODU cable

**Recommended Action** Check all cables

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, link synchronization acquired.

**Explanation** Most likely cause is No Shut command

**Recommended Action** None

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, link synchronization re-acquired.

**Explanation** Most likely cause is No Shut command on remote end

**Recommended Action** None

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, radio phy eeprom %s checksum (stored:0x%02x, calculated:0x%02x)

**Explanation** Most likely cause is Shut or No Shut command

**Recommended Action** Enter the No Shut command

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, spurious DSP response from %s: %08x %08x %08x %08x %08x %08x %08x

**Explanation** A DSP on the RADIO line card generated a response message unexpectedly. This can happen when the router is operating under severe traffic load.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO-4-UNAVAILABLE: Radio%d/0, uplink message queue overflow reported by DSP %s

**Explanation** At least one DSP-to-router message was lost due to that DSP's uplink queue being full. This can happen when many thresholds/histograms/timelines are being triggered or expiring at the same time.

**Recommended Action** Change thresholds and/or reduce histogram/timeline usage to lower the load on the system

## RADIO-5

**Error Message** %RADIO-5-UNAVAILABLE: %s%d/%d, detected a bad CRC while downloading image %s to chip %s

**Explanation** Most likely a protocol error while downloading

**Recommended Action** If it's a TFTP download, try again; otherwise call tech support

**Error Message** %RADIO-5-UNAVAILABLE: %s%d/%d, timeout trying to open image %s for chip %s

**Explanation** Most likely a protocol error while opening

**Recommended Action** If it's a TFTP download, try again; otherwise call tech support

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, %s %s threshold crossed ODU %d

**Explanation** Most likely cause is a user defined threshold

**Recommended Action** none

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, %s per %s threshold met (%d=%d)

**Explanation** Most likely cause is a mis-aligned antenna

**Recommended Action** Re-align the antenna(s)

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Link synchronization acquired.

**Explanation** Phy layer successfully acquired link.

**Recommended Action** None

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Lost link. Check remote transmitter.

**Explanation** Most likely cause remote system is not transmitting.

**Recommended Action** No Shut remote system

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, ODU saftey interlock is preventing transmission. Check ODU and cables. %s

**Explanation** Most likely cause cable not attached, ODU overheated

**Recommended Action** Check ODU cable

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Remote end reports: %s

**Explanation** Most likely cause cable not attached, ODU overheated

**Recommended Action** Check ODU cables

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Remote end reports: Unable to acquire link synchronization.

**Explanation** Most likely cause cable not attached, ODU overheated

**Recommended Action** Check ODU cables

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Still trying to establish link (frequency sync).

**Explanation** Most likely cause remote system is not transmitting on correct frequency

**Recommended Action** No Shut remote system

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Still trying to establish link (timing sync).

**Explanation** Most likely cause remote system is not transmitting.

**Recommended Action** No Shut remote system

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Still trying to establish link (validate codeword).

**Explanation** Most likely cause remote system is not transmitting on correct frequency

**Recommended Action** No Shut remote system

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, Still trying to establish link (viterbi sync).

**Explanation** Most likely cause remote system is not transmitting on correct frequency

**Recommended Action** No Shut remote system

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, event %23s in state %15s

**Explanation** Most likely cause incorrect configuration

**Recommended Action** Review configuration and hardware capabilities

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, hardware does not support requested configuration: %s

**Explanation** Most likely cause is incorrect configuration

**Recommended Action** Change the configuration to match the hardware

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, invalid or inconsistent configuration requested %s

**Explanation** Most likely cause is the ARQ settings are not supported by the current radio channel parameters

**Recommended Action** Change ARQ settings to allowed values given the current radio channel parameters. You can use the radio arq reset command to do this.

**Error Message** %RADIO-5-UNAVAILABLE: Radio%d/0, link metrics cleared

**Explanation** User requested the link metrics be cleared

**Recommended Action** none

## RADIO-6

**Error Message** %RADIO-6-UNAVAILABLE: %s%d/%d, could not find image %s for chip %s

**Explanation** Most likely a typo when set the url of the image

**Recommended Action** Try again

**Error Message** %RADIO-6-UNAVAILABLE: Radio%d/0, self-test successful

**Explanation** Passed a self-diagnostic

**Recommended Action** This is a good thing

## RADIO\_DRIVER-1

**Error Message** %RADIO\_DRIVER-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Most likely system or hardware failure

**Recommended Action** Replace Line Card

## RADIO\_DRIVER-3

**Error Message** %RADIO\_DRIVER-3-UNAVAILABLE: A line card local bus error, error status 0x%08x, error address 0x%08x

**Explanation** A device on the RADIO line card local bus either didn't respond to a select, timed out once selected or issued an error while selected. This probably indicates an existing or developing hardware failure.

**Error Message** %RADIO\_DRIVER-3-UNAVAILABLE: DMAC detected a descriptor sequence error (DMAC Status Register is 0x%08x).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO\_DRIVER-3-UNAVAILABLE: DMAC reported PCI parity error (DMAC Status Reg: 0x%08x)

**Explanation** A parity error occurred on the PCI bus while the RADIO DMA controller was performing a read/write. This probably indicates an existing or developing hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO\_DRIVER-3-UNAVAILABLE: Device received a PCI Target Abort (DMAC Status Register is 0x%08x)

**Explanation** When attempting a PCI master read/write, the target issued an abort to the DMA controller. This usually indicates that an incorrect target was selected, and in this case means that shared packet memory was not the target. This is likely a software error causing the RADIO DMAC to access an invalid target.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIO\_DRIVER-3-UNAVAILABLE: Device reported %#x

**Explanation** Most likely hardware failure

**Recommended Action** Replace defective hardware

# RADIUS Messages

This section contains RADIUS messages.

## RADIUS-3

**Error Message** %RADIUS-3-ALLDEADSERVER: Group %s: No active radius servers found. Id %d.

**Explanation** All radius servers were found to be unresponsive.

**Recommended Action** Check the network connectivity to the radius servers, and check that the servers are running,

**Error Message** %RADIUS-3-AIDDEFINEFAILED: a\_id definition ignored.

**Explanation** An attempt to store a corrupted authority ID (a\_id) failed or memory allocation failed during authority ID definition. Any existing authority ID will be preserved.

**Recommended Action** Configure a proper authority ID.

**Error Message** %RADIUS-3-BUFFER\_OVERFLOW: Radius I/O buffer has overflowed

**Explanation** An unusually large number of Radius attributes has caused AAA to overflow it's Radius I/O buffer

**Recommended Action** This is an internal software error. Please report it to your technical support representative.

**Error Message** %RADIUS-3-CANNOT\_OPEN\_SOCKET: Cannot open UDP socket for service %s

**Explanation** The router is unable to open a socket for UDP communications by the indicated service.

**Recommended Action** Check your configuration to make sure that no other services are using the same port.

**Error Message** %RADIUS-3-CORRUPTCONTEXT: Bad Magic pattern in [chars]:[hex], magic: [hex]!

**Explanation** The magic pattern imprinted on the internal hash table data structures in the RADIUS subsystem is missing, which indicates memory corruption.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIUS-3-FORKFAIL: Failed to fork process for %s.

**Explanation** Quite likely, we ran out of memory. Other explanations are possible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIUS-3-INVALIDFORMAT: Invalid Nas Port Format: [chars] [char]

**Explanation** The user is attempting to configure an incorrect format string.

**Recommended Action** Enter a 32-character string using supported characters only.

**Error Message** %RADIUS-3-NOACCOUNTINGRESPONSE: Accounting message [chars] for session [chars] failed to receive Accounting Response.

**Explanation** There was no response from the RADIUS server, and the maximum number of retransmissions has been exceeded. The network or the RADIUS server may be down.

**Recommended Action** Check the network connectivity to the RADIUS servers and check that the servers are running.

**Error Message** %RADIUS-3-NOATTRLIST: No attribute-list passed through parser.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIUS-3-NOHOSTNAME: Failed to retrieve my hostname.

**Explanation** Could not find the router's hostname. A hostname needs to be defined, since it determines the radius profile we will retrieve

**Recommended Action** Define a hostname in the routers config.

**Error Message** %RADIUS-3-OVERRUN: Insufficient buffer space %d for string value.

**Explanation** This error occurs due to the insufficient memory allocated to the buffer. The condition could be caused by a software, less likely by a hardware. The traceback and process information is generated due to this condition.

**Recommended Action** If the error re-occurs, check bug toolkit on Cisco web-site to look for a bug that has symptoms similar to the one occurred. If there is no entry for the problem you faced, collect the system message text exactly as it appears on the console or in the system log. Enter **show tech-support**, and contact your technical support representative, and provide the representative with all the information gathered.

**Error Message** %RADIUS-3-SECRETDEFINEFAILED: Key definition ignored.

**Explanation** The user is attempting to store either a corrupted shared secret or memory allocation failed during secret definition. Any existing shared secret will be preserved.

**Recommended Action** Configure a proper secret. Refer to the shared secret configuration section for RADIUS servers in IOS documentation.

**Error Message** %RADIUS-3-SERVERTYPEMISMATCH: Servers [IP\_address] and [IP\_address] in server group '[chars]' are of different types.

**Explanation** All the servers in a server group should be of either type: standard or nonstandard.

**Recommended Action** Check the running configuration and verify that all the radius servers in the specified server group are of the same type: either standard or nonstandard.

**Error Message** %RADIUS-3-SOURCEPORTALLOCERROR: Warning: Unable to allocate port [dec]

**Explanation** The system was unable to allocate the port specified in the message. The system will not have the full range of source ports.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIUS-3-UNKNOWNAPI: Unknown API type %d

**Explanation** The RADIUS process has been invoked using an unknown application program interface (API) type. This condition is the result of a fault in the RADIUS subsystem.

**Recommended Action** Collect traceback and contact your technical support representative.

**Error Message** %RADIUS-3-ZEROATTRLEN: Radius attr [dec] len 0

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RADIUS-4

**Error Message** %RADIUS-4-NOATTRLISTDEF: Warning: Attribute list %s is not defined.

**Explanation** The given attribute list is not defined.

**Recommended Action** Please define the attribute list as soon as possible.

**Error Message** %RADIUS-4-NOPUBLICSERV: Warning: No servers werefound in the public server list.

**Explanation** The given server is not on the global public serverslist. This is an internal consistency error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIUS-4-UNAVAILABLE: RADIUS server %i:%u,%u has returned.

**Explanation** A RADIUS server that previously was not responding has responded to a new request

**Recommended Action** No action is required.

**Error Message** %RADIUS-4-UNAVAILABLE: RADIUS server %i:%u,%u is not responding.

**Explanation** A RADIUS server has not responded to repeated requests.

**Recommended Action** Check to see if the RADIUS server is still active.

**Error Message** %RADIUS-4-UNAVAILABLE: Unable to process attribute list.

**Explanation** The attribute list is syntactically incorrect.

**Recommended Action** Please specify the attribute list as a comma-delimited string of integers between 1 and 255.

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: Attribute list %s is not defined.

**Explanation** The given attribute list is not defined.

**Recommended Action** Please define the attribute list as soon as possible.

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: No servers werefound in the public server list.

**Explanation** The given server is not on the global public serverslist. This is an internal consistency error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: Server %i:%d,%d is not defined.

**Explanation** The given server is not on the master-list, and should be defined, or unexpected things might happen.

**Recommended Action** Please define the server on the appropriate master-list as soon as possible.

**Error Message** %RADIUS-4-UNAVAILABLE: Warning: Server %i:%d,%d is still referenced by server group.

**Explanation** The server being removed is still referenced by a server group

**Recommended Action** Please dereference the server from the server group as soon as possible.

## RADIUS-6

**Error Message** %RADIUS-6-GETPOOLS: Retrieving IP-Pools via user %s

**Explanation** Getting initial IP-Pool definitions from RADIUS, using the given user's profile.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-GETROUTES: Retrieving static routes in user %s

**Explanation** Getting initial static routes from RADIUS, using the given user's profile.

**Recommended Action** No action required. The message is informative in nature and tells that it is getting the static routes based on user's profile.

**Error Message** %RADIUS-6-IDENTSAVE: Saving config with new acct ident in nvram.

**Explanation** Saving an accounting ident in nvram.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Group %s: Marked alive as Radius server %i:%d,%d configured.

**Explanation** Radius server is configured in the server group which was previously marked dead.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Group %s: Radius server %i:%d,%d is responding again (previously dead).

**Explanation** A radius server, which previously was dead, has started responding again.

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Retrieving IP-Pools via user %s

**Explanation** Getting initial IP-Pool definitions from radius, using the given user's profile

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Retrieving static routes in user %s

**Explanation** Getting initial static routes from radius, using the given user's profile

**Recommended Action** No action required.

**Error Message** %RADIUS-6-UNAVAILABLE: Saving config with new acct ident in nvram.

**Explanation** Saving an accounting ident in nvram.

**Recommended Action** No action required.

## RADIX-2

**Error Message** %RADIX-2-UNAVAILABLE: No memory for radix initialization: %s

**Explanation** The system ran out of memory during initialization. This should only occur if an image is too large for the existing dynamic memory.

**Recommended Action** Use a smaller subset image or upgrade hardware.

## RADIX-3

**Error Message** %RADIX-3-UNAVAILABLE: Error adding mask entry, %s

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RADIX-3-UNAVAILABLE: Error deleting trie entry, %s

**Explanation** A software programming error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RADIX-3-UNAVAILABLE: Invalid pointer to head of tree, 0x%x

**Explanation** A software programming error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RADIX-3-UNAVAILABLE: No memory available %s

**Explanation** The system is out of memory.

**Recommended Action** Try one of these actions to correct the problem: Reduce the number of routes accepted by this router. Upgrade hardware. Use a smaller subset image on run-from-RAM platforms.

## RADIX-4

**Error Message** %RADIX-4-UNAVAILABLE: Orphaned mask %#x, refcount=%d at %#x, next=%#x

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## RAIKO-3

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: Mgmt int. handler's registration routine was passed NULL callback address(es) -- enabler=0x%x, handler=0x%x; registering party's callback details ignored

**Explanation** A Mgmt-level interrupt handler has registered incorrectly with device-independent code; a software fix is required

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: a Mgmt interrupt occurred but was not processed by a device-specific handler; following sources masked out: %s

**Explanation** A source of Mgmt-level interrupts does not have a handler registered for it; a software fix is needed to install the proper handler

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: id of DFC%u is invalid (zero); cookie probably unprogrammed

**Explanation** When the cookie on the specified DFC was read for the id of the DFC an invalid value of 0 was returned. This suggests the DFC's cookie has not been programmed properly.

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: installation of Mgmt int. handler apparently failed -- routine currently installed at IOS Level %d is 0x%x

**Explanation** Tried to install required Mgmt interrupt handler at given IOS level but, upon checking, another handler was found there

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: installation of desired Mgmt interrupt handler failed -- no routine is currently installed at IOS Level %d

**Explanation** Tried to install required Mgmt interrupt handler at given IOS level but, upon checking, no handler was installed whatsoever

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d: no free Mgmt int. handler callback entries (all %d in use); registering party's callback details dropped

**Explanation** More Mgmt interrupt handlers have registered than can be catered for; a software fix is required

**Error Message** %RAIKO-3-UNAVAILABLE: Slot %d:DFC %d ERROR %s

**Explanation** A PCI error has occurred trying to access a DFC The DFC has been shut down

**Recommended Action** Replace Hardware

# RADPROXY Messages

**Error Message** %RADPROXY-3-INIT: Initialisation failure, %s

**Explanation** An internal error occurred during RP initialisation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-INVALID\_FSM\_EVENT: Received invalid RP event %s in state %s

**Explanation** An internal RP error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-INVALID\_FSM\_STATE: Encountered an invalid RP state %d in %s

**Explanation** An internal RP error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-INVALID\_MAC: Received invalid MAC %s in %s from %i with NAS-IP %i

**Explanation** Error occurred on receiving a invalid MAC

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-MEMORY\_CORRUPT: RP Memory magic corrupted

**Explanation** RP memory magic corrupted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-MEMORY\_LOW: Memory low in RP terminating session

**Explanation** System memory is running low.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-NULL\_FSM\_CONTEXT: Encountered a NULL RP context in %s

**Explanation** Encountered a NULL context in RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RADPROXY-3-PROTOCOL\_VIOLATION: RP encountered fatal protocol violation

**Explanation** Unrecoverable protocol error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RANDOM Messages

This section contains utility messages.

### RANDOM-6

**Error Message** %RANDOM-6-RANDOM: A pseudo-random number was generated twice in succession

**Explanation** A pseudo-random number generator produced the same number twice in succession.

**Recommended Action** Under normal circumstances, a pseudo-random number generator will occasionally produce the same number twice in succession, which is not a problem. However, if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your Cisco technical support representative.

# RASP16 Messages

This section contains interface multiplexer ASIC messages.

**Error Message** %RASP16-5-NULL\_RASP16\_OBJECT: The Interface Multiplexer device object pointer is set to NULL.

**Explanation** The memory location of the interface multiplexer device object is invalid. The interface multiplexer ASIC operation is disabled and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RASP16-5-RASP\_INIT\_FAILURE: The Interface Multiplexer ASIC initialization failed.

**Explanation** The interface multiplexer ASIC could not be initialized. As a result, this device is not operational and has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# RBM Messages

This section contains Role-based Access Control Manager (RBM) messages.

## RBM-0

**Error Message** %RBM-0-RBM\_EMERG: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RBM-1

**Error Message** %RBM-1-RBM\_ALERT: %s

**Explanation** An error occurred in the Role-Based Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RBM-2

**Error Message** %RBM-2-RBM\_CRIT: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RBM-3

**Error Message** %RBM-3-RBM\_ERR: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RBM-3-RBM\_PARSE\_ACE: Could not parse command for adding ACE '[chars]' to [chars] Role-Based Access List '[chars]'

**Explanation** An error occurred while attempting to add an ACE to a Role-Based Access List. The ACE syntax is most likely incompatible with the type of RBACL.

**Recommended Action** Verify the syntax of the ACEs of the RBACL in ACS and the IP protocol versions the RBACL applies to. RBACL ACE syntax could be verified by manually configuring IP/IPv6 RBACL on the system within (config-rb-acl)/(config-ipv6rb-acl) configuration mode respectively.

**Error Message** %RBM-3-RBM\_PARSE\_CMD: Could not parse command. See command output and errors below %s

**Explanation** An error occurred while attempting to parse command. Look for command output and parser errors below this message.

**Recommended Action** Follow the recommended action of the additional error messages that follow this message on your console.

**Error Message** %RBM-3-RBM\_PARSE\_RBACL: Could not parse command for creating [chars] Role-Based Access List '[chars]' '[chars]'

**Explanation** An error occurred while attempting to create Role-Based Access List.

**Recommended Action** This error could occur when TrustSec attempts to install RBACL it has acquired from ACS while configuration mode is locked exclusively. TrustSec will retry this operation and should eventually succeed once configuration mode is no longer locked. If the error occurs when the configuration mode is not locked or if the RBACL does not get installed after the configuration mode lock is released.

## RBM-4

**Error Message** %RBM-4-RBM\_WARNING: %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RBM-5

**Error Message** %RBM-5-RBM\_NOTICE: %s

**Explanation** This is a notice message from the Role-based Access Control Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RBM-6

**Error Message** %RBM-6-RBM\_INFO: %s

**Explanation** This is an informational message from the Role-based Access Control Manager (RBM).

**Recommended Action** No action is required.

## RBM-7

**Error Message** %RBM-7-RBM\_ASSERT: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** An error occurred in the Role-based Access Control Manager (RBM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RCMD-4

**Error Message** %RCMD-4-UNAVAILABLE: DNS hostname/ip address mismatch. %s unknown to DNS

**Explanation** The IP address for an incoming rcmd request is not registered with DNS.

**Recommended Action** Add the IP address to DNS.

**Error Message** %RCMD-4-UNAVAILABLE: Remote copy from %s at %s denied

**Explanation** An attempt was made to connect to a router through RCP, but the router was not configured as an RCP server.

**Recommended Action** Configure an RCP server.

**Error Message** %RCMD-4-UNAVAILABLE: Remote shell from %s at %s denied

**Explanation** An attempt was made to connect to a router through rsh, but the router was not configured as an rsh server.

**Recommended Action** Configure an rsh server.

## RED\_MODE Messages

This section contains high availability redundancy mode messages.

### RED\_MODE-3

**Error Message** %RED\_MODE-3-CAPENTRY\_REG: Red Mode Cap Entry ([dec]) for Entity ([dec]) Registration failed ([chars])

**Explanation** A capability entry could not be registered for the redundancy mode ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-CAPGROUP\_REG: Red Mode Cap Group ([dec]) for Entity ([dec]) Registration failed ([chars])

**Explanation** A capability group could not be registered for the redundancy mode ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show capability groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-CAP\_REG: Red Mode cap reg failed: reason [dec]

**Explanation** The capabilities of the redundancy mode ISSU could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability arguments** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-CAPTYPE\_REG: Red Mode Cap Type for Entity ([dec]) Registration failed ([chars])

**Explanation** A capability type could not be registered for the redundancy mode ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-CLIENT\_REG: Red Mode Client ([dec]) Registration failed ([chars])

**Explanation** The redundancy mode ISSU client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu clients** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-CLIENT\_REG\_FAILED: Red Mode ISSU client ([dec]) Client registration failed. [chars]

**Explanation** The redundancy mode ISSU client could not be registered during system initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu clients** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-DELAYED\_REGISTER: Delayed registration could not be completed succesfully, Operand = [dec]

**Explanation** The delayed registration operation for the RF-proxy clients could not complete successfully.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-ENTITY\_REG: Red Mode Entity ([dec]) Registration failed ([chars])

**Explanation** The redundancy mode ISSU entity could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu entities** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-GET\_BUFFER: Red Mode ISSU session ([dec]) failed to get buffer

**Explanation** The redundancy mode ISSU session was unable to get a buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-IPC\_AGENT: [chars] [ [chars] ]

**Explanation** There has been a failure in the redundancy mode IPC agent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-ISSU\_BASE\_CLIENT\_INCOMP: One or more ISSU base clients are incompatible, fallback to RPR

**Explanation** An incompatible ISSU base client caused the redundancy mode to revert to route processor redundancy (RPR) mode.

**Recommended Action** Check the console log for the name and ID of the incompatible ISSU base clients.

**Error Message** %RED\_MODE-3-ISSU\_NEGOTIATION: [chars] [ [chars] ]

**Explanation** There has been a failure in the redundancy mode client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-ISSU\_RESET\_PEER\_IMAGE\_COMP: Failed to reset peer image to be compatible

**Explanation** The redundancy process was unable to reset the peer image to be compatible after the standby device came back up in RPR mode. This message is usually seen in conjunction with an ISSU module error message.

**Recommended Action** Examine the associated ISSU message for the cause of the failure and the recommended action.

**Error Message** %RED\_MODE-3-ISSU\_SET\_BASE\_CLIENT\_INCOMP: Failed to set base client incompatibility

**Explanation** The redundancy process was unable to set the base client incompatibility.

**Recommended Action** Check the console log for the name and ID of the incompatible ISSU base clients.

**Error Message** %RED\_MODE-3-MSG\_DATAPTR: Red Mode Client ([dec]) get msg dataptr failed. Error = [dec]

**Explanation** The redundancy mode ISSU client could not obtain a message data pointer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-MSGGROUP\_REG: Red Mode Msg Group ([dec]) for Entity ([dec]) Registration failed ([chars])

**Explanation** The message group for the redundancy mode ISSU entity could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

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**Error Message** %RED\_MODE-3-MSG\_MTU: Red Mode Client ([dec]) get msg mtu failed. Error = [dec]

**Explanation** The redundancy mode ISSU client could not obtain the message size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-MSG\_REG: Red Mode msg reg failed: reason [dec]

**Explanation** Messages for the redundancy mode ISSU could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message arguments** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-MSG\_SEND: Red Mode ISSU client for session ([dec]) failed to send message. Error Code = [chars]

**Explanation** The redundancy mode ISSU client could not send a negotiation message to a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-MSGTYPE\_REG: Red Mode Msg Type for Entity ([dec])  
Registration failed ([chars])

**Explanation** The message type for the redundancy mode ISSU entity could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-NO\_DEREGISTER: Could not deregister plugin for redundancy mode [chars]

**Explanation** At system initialization the plugin that describes the capabilities of this redundancy mode could not be deregistered with the redundancy mode client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-RED\_MODE\_MSG\_NOT\_OK: Red Mode ISSU msg type ([dec]) is not ok

**Explanation** The redundancy mode ISSU message type has not negotiated correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message types clientID** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-RED\_MODE\_START\_NEGO\_FAILED: Red Mode ISSU start nego session failed ([chars])

**Explanation** The redundancy mode ISSU could not start its negotiation process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-RED\_MODE\_XFROM\_FAIL: Red Mode ISSU [chars] transformation failed ([chars])

**Explanation** The transformation operation for the redundancy mode ISSU message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** and **show issue sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-SELECT\_MODE: The mode change to [dec] was unsuccessful rc = [dec], force = [dec], caller = [dec]

**Explanation** The specified mode change operation did not complete successfully.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %RED\_MODE-3-SESSION\_REG: Red Mode session for Entity ([dec])  
Registration failed ([chars])

**Explanation** The redundancy mode ISSU session could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RED\_MODE-3-SESSION\_UNREG: Red Mode session ([dec]) Un-Registration failed ([chars])

**Explanation** The redundancy mode ISSU session could not be unregistered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REDUNDANCY Messages

This section contains high availability redundancy messages.

### REDUNDANCY-3

**Error Message** %REDUNDANCY-3-CONFIG\_SYNC: %s

**Explanation** A REDUNDANCY config sync error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s %s

**Explanation** An Interprocess Communication (IPC) error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY Alarm assertions error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY Finite State Machine (FSM) error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY Peer Monitor error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY config sync error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s

**Explanation** A REDUNDANCY error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: %s failed with error code [ %s ]

**Explanation** An ISSU related REDUNDANCY error occurred. The details about what was attempted and what went wrong will be printed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: RP switchover (%s)

**Explanation** A REDUNDANCY switchover has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: Standby processor fault (%s)

**Explanation** The standby processor is no longer available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-3-UNAVAILABLE: WARNING, nonsymmetrical configuration:  
Active has %dK Standby has %dK

**Explanation** The redundant RPs have different memory configurations.

**Recommended Action** The configuration is allowed but discouraged.

## REDUNDANCY-4

**Error Message** %REDUNDANCY-4-PEER\_DID\_NOT\_RESPOND: Resetting peer [chars] because it did not respond to verification of HA role.

**Explanation** The platform uses high availability (HA) hardware lines to perform HA role negotiation during the system boot time. The standby controller card verifies its role as the standby with the active controller card through the MBUS. If the active controller card does not respond, it is reset as it is either nonresponsive (hung) or is running an earlier version of Cisco IOS software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REDUNDANCY-4-RELOADING\_STANDBY: Reloading the Standby [chars]

**Explanation** The active system has sent a reload IPC request to the standby peer. If the reload is not successful, the standby peer will be power cycled rather than reloaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REDUNDANCY-5

**Error Message** %REDUNDANCY-5-UNAVAILABLE: %s (%s%s(%d))

**Explanation** A REDUNDANCY Peer Monitor event occurred and reported. The report should help to find out the reason for a switch-over.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REDUNDANCY-6

**Error Message** %REDUNDANCY-6-STANDBY\_HAS\_RELOADED: The Standby [chars] has reloaded; reason: [chars]

**Explanation** The standby peer reloaded itself to correct a configuration mismatch between the active system and the standby peer. The standby peer detected that it is missing the configuration for a line card. This situation probably occurred because the standby peer was reloaded before the new card was inserted.

**Recommended Action** No action is required.

**Error Message** %REDUNDANCY-6-SWITCHOVERTIME: Time taken to switchover = [dec] milliseconds

**Explanation** This message displays the time elapsed for the standby peer to become active following a failure of the existing active system.

**Recommended Action** No action is required.

## REDUNDANCY\_UTILS Messages

This section contains high availability redundancy utilities messages.

**Error Message** %REDUNDANCY\_UTILS-3-INVALID\_UNIT\_DESIGNATION: An invalid redundancy designation ([chars]) has been detected.

**Explanation** The redundancy utility assigns each system a unit designation of either active unit, standby unit, or other unit. This designation was found to be invalid in the run-time module associated with the system traceback message. This condition most likely occurred because of a software error. The message text provides more information on the specific cause of the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REGISTRY Messages

This section contains registry-related (REGISTRY) messages.

### REGISTRY-2

**Error Message** %REGISTRY-2-REG\_FLAG\_DEADLOCK: Registry call to [chars] timed out due to deadlock

**Explanation** When a remote registry is not serviced within 25 seconds, the remote process (and presumably the entire system) is deadlocked. This message is printed when the deadlock is broken by a timeout.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REGISTRY-2-REG\_PARSE\_ERROR: [chars]: Could not parse notification [chars] : error/no. of items = [dec]

**Explanation** The registry library is unable to parse a notification that was received from a name server. This condition could exist for several reasons:

- There is a bug in the sscanf function.
- The notification block is corrupted.
- The pathname published to the name server is invalid.

This issue is serious and affects interprocess communications.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REGISTRY-3

**Error Message** %REGISTRY-3-FASTCASE\_OUT\_OF\_BOUNDS: Attempt made in [chars] to register with out of bounds key.

**Explanation** In FASTCASE registry, the key must be smaller than the size specified when the registry was created. An attempt was made to register with a key that is out of bounds.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REGISTRY-3-REG\_FLAG\_ERR: Invalid combination of registry flag and scheduler control : [chars]

**Explanation** Process blocking has been disabled using either the `raise_interrupt_level` or the `assign_blocking_disabled` process. As a result of this action, a remote registry that contains the `reg_flag_data_safe` or `reg_flag_peer` flag has been invoked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REGISTRY-3-REG\_SUSPEND: Registry of type SUSPEND called when suspends are not allowed.

**Explanation** Process blocking has been disabled using either the `raise_interrupt_level` or the `assign_blocking_disabled` process. As a result of this action, a remote registry of the `suspend` type has been invoked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REGISTRY-3-REG\_XDR: [chars]

**Explanation** An error occurred while processing a parameter to a remote (interprocess) registry call.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REGISTRY-3-SEQ\_LIST\_OVERWRITE: Attempt made to overwrite a set sequence function (%s)

**Explanation** A single function can be set as a callback for a specified sequence number for a sequenced list registry. An attempt to set a new callback failed because a callback function has already been set for this sequence number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## REMOTE\_OIR\_ISSU Messages

This sections contains remote online insertion and removal (OIR) in-service software upgrade (ISSU) messages.

### REMOTE\_OIR\_ISSU-3

**Error Message** %REMOTE\_OIR\_ISSU-3-BUFFER: Cat6K Remote OIR ISSU client failed to a buffer for message, error %d

**Explanation** The remote OIR ISSU client failed to get a buffer for building a negotiation message. As a result, the client cannot send a negotiation message and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-CAPABILITY: Cat6K Remote OIR ISSU client %s

**Explanation** The remote OIR ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-INIT: Cat6K Remote OIR ISSU client initialization failed at %s, error %s

**Explanation** The remote OIR ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-MSG\_NOT\_OK: Cat6K Remote OIR ISSU client message %d is not compatible

**Explanation** The remote OIR ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-MSG\_SIZE: Cat6K Remote OIR ISSU client failed to get the message size for message %d

**Explanation** The remote OIR ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-POLICY: Cat6K Remote OIR ISSU client message type %d is %s

**Explanation** The remote OIR ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-SEND\_FAILED: Cat6K Remote OIR ISSU client failed to send a negotiation message, error %d

**Explanation** The remote OIR ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-SESSION: Cat6K Remote OIR ISSU client %s

**Explanation** The remote OIR ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %REMOTE\_OIR\_ISSU-3-TRANSFORM: Cat6K Remote OIR ISSU client %s transform failed, error %s

**Explanation** The remote OIR ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the OIR state of the bay will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

# REP Messages

This sections contains Resilient Ethernet Protocol (REP) messages.

## REP-4

**Error Message** %REP-4-LINKSTATUS: %s (segment %d) is %s

**Explanation** The Resilient Ethernet Protocol (REP) link status has changed. If the status changed to nonoperational, a reason is displayed.

**Recommended Action** No action is required.

## REP-5

**Error Message** %REP-5-PREEMPTIONFAIL: can not perform preemption on segment %d due to %s

**Explanation** A Resilient Ethernet Protocol (REP) preempt operation failed. The failure could be caused by specifying an invalid port ID or neighbor number with the **rep preempt block port** command or by configuring the **rep preempt block port preferred** command while no REP port is configured with a **preferred** flag.

**Recommended Action** Correct the configuration and run REP manual preemption on the primary edge port by entering the **rep preempt segment** command.

## REPP-5

**Error Message** %REPP-5-UNAVAILABLE: Connected to server

**Explanation** REPP Layer connected to REPP server

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %REPP-5-UNAVAILABLE: Disconnected from server

**Explanation** REPP Layer dis-connected from REPP server

**Recommended Action** LOG\_STD\_NO\_ACTION

## REP\_ISSU Messages

This sections contains Resilient Ethernet Protocol (REP) in-service software upgrade (ISSU) messages.

### REP\_ISSU-3

**Error Message** %REP\_ISSU-3-BUFFER: REP ISSU client failed to get buffer for message, error %d

**Explanation** The Resilient Ethernet Protocol (REP) ISSU client was unable to get buffer space for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-CAPABILITY: REP ISSU client %s

**Explanation** The REP ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-INIT: REP ISSU client initialization failed at %s, error %s

**Explanation** The REP ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-MSG\_NOT\_OK: REP ISSU client message %d is not compatible

**Explanation** The REP ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-MSG\_SIZE: REP ISSU client failed to get the message size for message %d

**Explanation** The REP ISSU client was unable to calculate the message size for the message specified. The REP ISSU client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-POLICY: REP ISSU client message type %d is %s

**Explanation** The REP ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-SEND\_FAILED: REP ISSU client failed to send a negotiation message, error %d

**Explanation** The REP ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-SESSION: REP ISSU client %s

**Explanation** The REP ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-SESSION\_UNREGISTRY: REP ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The REP ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %REP\_ISSU-3-TRANSFORM: REP ISSU client %s transform failed, error %s

**Explanation** The REP ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the port manager state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## REPROXY Messages

**Error Message** %RFPROXY-2-INIT: Initialization failed

**Explanation** The RF Proxy subsystem failed during its initialization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging, show issu session, and show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %RFPROXY-2-NOMEM: No memory available

**Explanation** The RF Proxy subsystem could not obtain the memory it needed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging, show issu session, and show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %RFPROXY-2-RPC: RPC message failure

**Explanation** The RF Proxy could not send an RPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging, show tech-support, show logging, show issu session, and show issu negotiated version** commands and your pertinent troubleshooting logs.

# RESETMGR Messages

This sections contains reset manager messages.

## RESETMGR-3

**Error Message** %RESETMGR-3-NOMEM: Failed to allocate memory to add ID (%d) to table

**Explanation** The reset manager was unable to allocate memory to add the unique ID and process name to its table. If this process is restarted on the active system, the standby system might not be reset due to this error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RESETMGR-3-RESET: Reset Manager has reset the system due to '%s' process restart

**Explanation** The standby system is being forced to reset by the reset manager. The reset manager stores a set of IDs, each of which uniquely identifies a process on the system. If one of these monitored processes is restarted, the standby unit will be reset so that the versioning infrastructure can renegotiate. This is not a software fault.

**Recommended Action** No action is required.

**Error Message** %RESETMGR-3-RESET\_UNKNOWN: A restarted process could not be identified by its Job ID, the Reset Manager has reset the Standby system.

**Explanation** The reset manager stores a set of IDs, each of which uniquely identifies a process on the system. A process was restarted but it could not be uniquely identified by its job ID. Because it cannot be determined whether the restarted process was being monitored by the reset manager, the standby system is being reset. This is probably due to a software fault on the system.

**Recommended Action** No action is required.

**Error Message** %RESETMGR-3-SYSMGR\_JOBID\_LOOKUP: Failed to get the job ID of the Reset Manger (IOS blob) from SysMgr

**Explanation** The reset manager was unable to get its job ID from the system manager. The reset manager cannot function without this information and will suspend any further initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RESETMGR-4

**Error Message** %RESETMGR-4-SYSMGR\_PROCNAME\_LOOKUP: Failed to lookup process name from SysMgr, job ID = %d

**Explanation** The reset manager was unable to get the name of the process with the specified job ID from the system manager. Although this is a system manager error, the system can continue to operate normally because the process name is used only for reference purposes.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RESOURCE\_MON-1

**Error Message** %RESOURCE\_MON-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Resource Monitor software. This indicates an initialization failure. When this occurs, the Resource Monitor subsystem is not operational.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RESOURCE\_MON-1-UNAVAILABLE: %s

**Explanation** The specific message text is supplied by the Resource Monitor software. This indicates that internal data was corrupted due to a software error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RF Messages

This sections contains redundancy facility (RF) messages.

### RF-1

**Error Message** %RF-1-UNAVAILABLE: %s

**Explanation** An automatic switch of activity occurred when it had been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RF-3

**Error Message** %RF-3-CANNOT\_SWITCH: Cannot switchover; the peer Route Processor (RP) is not available

**Explanation** Cannot initiate switchover. The peer RP is not available.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RF-3-CANT\_GET\_VERSION: Cannot get version info from peer Route Processor (RP); the RP software is incompatible.

**Explanation** The standby RP cannot get version information from the peer RP. The likely cause is incompatible software.

**Recommended Action** Ensure that the same software image is running on both RPs.

**Error Message** %RF-3-FAILED\_SET\_RED\_MODE: ACTIVE failed to set redundancy mode. STANDBY has selected mode but unable to get confirmation from ACTIVE.

**Explanation** Under normal conditions, the standby RP selects the redundancy mode and sends its decision to the active RP. The active RP uses it to determine the system mode and returns the final decision on the mode to the standby RP. This system message indicates that the exchange has failed, and the standby RP does not have the right redundancy mode to proceed.

**Recommended Action** Allow the standby RP to reset once. If the problem persists, verify that all modules are working properly.

**Error Message** %RF-3-NEGOTIATED\_ROLE\_MISMATCH: Negotiated Role mismatch; The Route Processor (RP) believes it should be ACTIVE while the System Processor (SP) believes the RP should be STANDBY... or vice versa.

**Explanation** The RP negotiates its role (active or standby) at boot time. If the other RP is running an image that does not contain role negotiation code, then the role that is negotiated may not be valid. When this occurs, the RP detecting a mismatch between the role specified by the SP and the role negotiated will be rebooted.

**Recommended Action** Ensure that the same software image is running on both RPs. Make sure that neither RP is running the bootloader image.

**Error Message** %RF-3-NON\_HA\_SWITCHOVER: The SP switchover was NOT stateful. To support SSO on the RP, the SP must be configured with HA enabled.

**Explanation** The switch processor switchover that occurred was not stateful. Stateful switchover (SSO) mode on the route processor requires the switch processor to run with high availability enabled to ensure that appropriate state is synchronized between the switch processors and that there is sufficient state information on the new active switch processor to support the switchover of the

route processor while in stateful switchover mode. Because there is insufficient state to support a route processor switchover in stateful switchover mode, the recovery is to reset the route processor and reboot it.

**Recommended Action** Configure the SP to enable HA. If HA is enabled, it is possible that resource exhaustion (such as memory) might have caused this non-HA switchover. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF-3-NOTIF\_TID: Notification timer extended for the wrong client, cur-client=%d, req-client=%d

**Explanation** The current redundancy facility (RF) client attempted to extend the RF notification timer using a client ID other than its own. This is an internal software error. The message text on the console or in the system log contains error details such as the current client ID number and the requested client ID number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show redundancy history** commands and your pertinent troubleshooting logs.

**Error Message** %RF-3-PEER\_RP\_RELOAD: The peer Route Processor (RP) is being reset because [chars]

**Explanation** This message provides the reason that the peer RP reset. The peer RP resets in an attempt to recover from an indeterminate state.

**Recommended Action** If the condition persists after the reset, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF-3-VERSION\_MISMATCH: Version Info mismatch; Not running same version of software on each Route Processor (RP). Cannot run in SSO mode; will go to RPR mode instead.

**Explanation** Each RP must be running the same version of software. The version check indicates that there is a version mismatch. As a result, the RPs cannot run in SSO (hot-standby) mode and operation will regress to RPR mode.

**Recommended Action** Ensure that both RPs are running the same software image.

**Error Message** %RF-3-WAKEUP\_STANDBY\_NOT\_SEEN: Active-Standby RP Handshake Error. The Standby RP did not receive a WAKEUP\_STANDBY message from the Active RP during the early initialization phase on the Standby RP.

**Explanation** As part of the early initialization phase, the standby RP requests that the active RP notify it when the active RP is ready to support the standby RP. The active RP has failed to wake the standby RP. The active RP may have failed during the standby RP's early initialization phase or some other error has prevented the active RP from completing this handshake.

**Recommended Action** The standby RP will be restarted. If the problem persists, restart the system.

## RF-4

**Error Message** %RF-4-MEMORY\_SIZE\_MISMATCH: Memory Size mismatch: The redundant Route Processors have different memory configurations. To support the High Availability feature, it is recommended that both RPs have the same memory configurations.

**Explanation** To support the high availability feature, it is recommended that both redundant route processors have the same memory configuration.

**Recommended Action** Install the same amount of memory on both RPs.

## RF-5

**Error Message** %RF-5-RF\_RELOAD: %s. Reason: %s

**Explanation** The current redundancy facility (RF) has invoked a reload.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show redundancy history reload** commands and your pertinent troubleshooting logs.

**Error Message** %RF-5-RF\_TERMINAL\_STATE: Terminal state reached for (%s)

**Explanation** The current redundancy facility (RF) has reached a terminal state for the operating mode.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %RF-5-SEND\_FAIL: RF client progression send failure for reason (%s)

**Explanation** The current redundancy facility (RF) failed to send a client progression to the standby client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show redundancy history** commands and your pertinent troubleshooting logs.

## RF-6

**Error Message** %RF-6-CONS\_MSG: Console Message from [chars] RP: [chars]

**Explanation** This message is a console message from the peer RP.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RF-6-NEGOTIATED\_RED\_MODE: Negotiated Redundancy MODE is [chars]

**Explanation** The negotiated redundancy mode may be either SSO or RPR.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RF-6-STANDBY\_READY: The Standby RP has reached HOT-STANDBY state and is now ready for stateful switchover.

**Explanation** The standby RP has reached the hot-standby state and is now ready to take over operation in the event that the active RP should fail.

**Recommended Action** No action is required.

## RF-7

**Error Message** %RF-7-KPA\_WARN: RF KPA messages have not been heard for [dec] seconds

**Explanation** RF keepalive messages have not been sent from the peer. This message is posted after every third KPA timer expiry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RFPROXY-2

**Error Message** %RFPROXY-2-UNAVAILABLE: Initialization failed

**Explanation** The RF Proxy subsystem failed during its initialization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFPROXY-2-UNAVAILABLE: No memory available

**Explanation** The RF Proxy subsystem could not obtain the memory it needed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFPROXY-2-UNAVAILABLE: RPC message failure

**Explanation** The RF Proxy could not send an RPC message.

## RF\_ISSU Messages

This sections contains redundancy facility (RF) in-service software upgrade (ISSU) messages.

### RF\_ISSU-3

**Error Message** %RF\_ISSU-3-CAPENTRY\_REG: RF Cap Entry ([dec]) for Entity ([dec])  
Registration failed

**Explanation** A capability entry could not be registered for the RF ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-CAPGROUP\_REG: RF Cap Group ([dec]) for Entity ([dec])  
Registration failed

**Explanation** A capability group could not be registered for the RF ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show capability groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-CAP\_REG: RF cap reg failed: reason [dec]

**Explanation** The capabilities of the RF ISSU could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability arguments** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-CAPTYPE\_REG: RF Cap Type for Entity ([dec]) Registration failed

**Explanation** A capability type could not be registered for the RF ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-CLIENT\_REG: RF Client ([dec]) Registration failed

**Explanation** The RF ISSU client could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu clients** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-CLIENT\_REG\_FAILED: RF ISSU client ([dec]) Client registration failed. [chars]

**Explanation** The RF ISSU client could not be registered during system initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu clients** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-ENTITY\_REG: RF Entity ([dec]) Registration failed

**Explanation** The RF ISSU entity could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu entities** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-GET\_BUFFER: RF ISSU session ([dec]) failed to get buffer

**Explanation** The RF ISSU failed to get a buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-MSG\_DATAPTR: RF Client ([dec]) get msg dataptr failed.  
Error = [dec]

**Explanation** The RF ISSU client could not obtain a message data pointer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-MSGGROUP\_REG: RF Msg Group ([dec]) for Entity ([dec])  
Registration failed

**Explanation** The message group for the RF ISSU could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-MSG\_MTU: RF Client ([dec]) get msg mtu failed. Error =  
[dec]

**Explanation** The RF ISSU client could not obtain message size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-MSG\_REG: RF msg reg failed: reason [dec]

**Explanation** Messages for the RF ISSU could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message** *arguments* command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-MSG\_SEND: RF ISSU client for session ([dec]) failed to send message

**Explanation** The RF ISSU client could not send a negotiation message to a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-MSGTYPE\_REG: RF Msg Type for Entity ([dec]) Registration failed

**Explanation** The message type for the RF ISSU could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-RF\_MSG\_NOT\_OK: RF ISSU msg type ([dec]) is not ok

**Explanation** RF ISSU message type has not negotiated correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show message types** *Client\_ID* command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-SESSION\_REG: RF session for Entity ([dec]) Registration failed

**Explanation** The RF ISSU session could not be registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-SESSION\_UNREG: RF session ([dec]) Un-Registration failed

**Explanation** The RF ISSU session could not be unregistered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# RFS Messages

This section contains remote file system messages.

## RFS-3

**Error Message** %RFS-3-CAPENTRY\_REG: RFS Cap Entry ([dec]) for Entity ([dec])  
Registration failed

**Explanation** RFS ISSU cap entry registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability entries** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CAPGROUP\_REG: RFS Cap Group ([dec]) for Entity ([dec])  
Registration failed

**Explanation** RFS ISSU cap group registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CAPTYPE\_REG: RFS Cap Type for Entity ([dec]) Registration  
failed

**Explanation** RFS ISSU cap type registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu capability types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CLIENT\_REG: RFS Client ([dec]) Registration failed

**Explanation** RFS ISSU client registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu clients** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CLIENT\_SESSION\_REG: RFS ISSU client shared msg session for entity ([dec]) registration failed

**Explanation** RFS ISSU client shared message session registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CLIENT\_SESSION\_UNREG: RFS session ([dec]) Un-Registration failed

**Explanation** RFS ISSU client session unregistration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CREATE\_ACTIVE\_PORT: RFS create active port ([chars]) failed

**Explanation** RFS ISSU active port creation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc port** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CREATE\_CLIENT\_PORT: RFS create client port (%s) failed

**Explanation** The remote file system (RFS) ISSU client was unable to create a client port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CREATE\_SERVER\_PORT: RFS create server port (%s) failed

**Explanation** The RFS ISSU client was unable to create a server port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-CREATE\_STANDBY\_PORT: RFS create standby port ([chars]) failed

**Explanation** RFS ISSU standby port creation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc port** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-ENTITY\_REG: RFS Entity ([dec]) Registration failed

**Explanation** RFS ISSU entity registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu entities** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-IPC\_GET\_BUFFER: RFS issu ipc get buffer failed

**Explanation** RFS ISSU IPC get buffer has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-LOCATE\_PORT: RFS locates port ([chars]) failed

**Explanation** RFS ISSU port location has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc port** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-MSGGROUP\_REG: RFS Msg Group ([dec]) for Entity ([dec]) Registration failed

**Explanation** RFS ISSU message group registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message groups** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-MSG\_MTU: RFS Client ([dec]) get msg mtu failed. Error = [dec]

**Explanation** RFS ISSU client get message MTU has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu fsm** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-MSG\_RCV: RFS Client ([dec]) receive msg failed. Error = [dec]

**Explanation** RFS ISSU client receive message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-MSGTYPE\_REG: RFS Msg Type for Entity ([dec]) Registration failed

**Explanation** RFS ISSU message type registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu message types** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-MSG\_XMIT: RFS Client ([dec]) send msg failed. Error = [dec]

**Explanation** RFS ISSU client send message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-NEGO\_COMP: RFS nego is not compatible ([dec])

**Explanation** RFS ISSU start shared negotiation session has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-NEGO\_SESSION\_REG: RFS nego session for Entity ([dec])  
Registration failed

**Explanation** RFS ISSU shared negotiation session registration has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-NEGO\_SESSION\_UNREG: RFS session ([dec]) Un-Registration failed

**Explanation** RFS ISSU shared negotiation session unregistration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-OPEN\_ACTIVE\_PORT: RFS open active port ([chars]) failed

**Explanation** The RFS ISSU client was unable to open an active port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc port** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-OPEN\_CLIENT\_PORT: RFS open client port (%s) failed

**Explanation** The RFS ISSU client was unable to open a client port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-OPEN\_SERVER\_PORT: RFS open server port (%s) failed

**Explanation** The RFS ISSU client was unable to open a server port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show ipc port** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-OPEN\_STANDBY\_PORT: RFS open standby port ([chars]) failed

**Explanation** The RFS ISSU client was unable to open a standby port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RECEIVE\_NEGO\_FAILED: RFS receive nego message ([dec]) failed

**Explanation** RFS ISSU receive negotiation message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RECEIVE\_NEGO\_NOT\_DONE: RFS receive nego message is not done ([dec])

**Explanation** RFS ISSU receive negotiation message is not done.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-REG\_PORT: RFS reg port ([dec]) failed

**Explanation** RFS ISSU register port has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc port** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RFS\_BOOL\_CREATE\_ERR: %s.

**Explanation** The RFS redundancy facility (RF) client detected an error when creating a watched boolean.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RFS\_ISSU\_NEGO\_PROCESS: RFS create rfs\_issu\_start\_port watch boolean failed

**Explanation** RFS ISSU create negotiation process has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RFS\_ISSU\_START\_PORT: RFS create rfs\_issu\_start\_port watch boolean failed

**Explanation** The RFS ISSU client was unable to create anrfs\_issu\_start\_port watched boolean.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RFS\_ISSU\_START\_SESSION: RFS create rfs\_issu\_start\_session watch boolean failed

**Explanation** The RFS ISSU client was unable to create anrfs\_issu\_start\_session watched boolean.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RFS\_RF\_PROG\_ERR: %s %d.

**Explanation** The RFS RF client detected an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-RFS\_RF\_PROG\_NOT\_SENT\_ERR: %s.

**Explanation** The RFS RF client detected an error when sending a client progression.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-SEND\_NEGO\_MESSAGE: RFS send nego message ([dec]) failed

**Explanation** RFS ISSU send negotiation message has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-START\_NEGO\_SESSION: RFS start shared nego session ([dec]) failed: [dec]

**Explanation** RFS ISSU start shared negotiation session has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu sessions** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RFS-3-UNREG\_ENTITY: RFS ISSU Client unreg entity failed.

**Explanation** The RFS ISSU client unregister entity has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show issu** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RFS\_ISSU Messages

This section contains remote file system in-service software upgrade (ISSU) messages.

### RFS\_ISSU-3

**Error Message** %RF\_ISSU-3-INVALID\_SESSION: RF ISSU client does not have a valid registered session.

**Explanation** The redundancy facility (RF) ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-RF\_CAP\_INVALID\_SIZE: RF ISSU client capability list is empty.

**Explanation** The RF ISSU capability list is empty, which is an invalid condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu capability entries** commands and your pertinent troubleshooting logs.

**Error Message** %RF\_ISSU-3-RF\_CAP\_RESULT\_INCOMP: RF ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the RF ISSU client is not compatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## RIP-3-

**Error Message** %RIP-3-UNAVAILABLE: Unable to open socket

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## RITE Messages

This sections contains IP traffic export messages.

## RITE-5

**Error Message** %RITE-5-ACTIVATE: Activated IP traffic export on interface [chars]

**Explanation** IP traffic export has been enabled on the specified interface.

**Recommended Action** No action is required.

**Error Message** %RITE-5-DEACTIVATE: Deactivated IP traffic export on interface [chars]

**Explanation** IP traffic export has been disabled on the specified interface.

**Recommended Action** No action is required.

**Error Message** %RITE-5-MODIFIED: Changed IP traffic export outbound interface from [chars] to [chars]

**Explanation** The outbound interface for IP traffic export has been changed.

**Recommended Action** No action is required.

## RLM-3

**Error Message** %RLM-3-UNAVAILABLE: rlm %d: %s%s.

**Explanation** RLM initialization operation fails.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RLM-4

**Error Message** %RLM-4-UNAVAILABLE: rlm %d: %s%s.

**Explanation** A warning is given out for a particular RLM link.

**Recommended Action** LOG\_STD\_DBG\_ACTION

## RM-3

**Error Message** %RM-3-UNAVAILABLE: %s: RG-info conversion failed (%u).

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Bad state rg %s: %d

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Memory boundary violation

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: No response-code from local RM

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Out of buffers in RM event buffer queue

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Unexpected Call on %s. Current state is %d.

**Explanation** A call came in on a line where we think we still have an active call.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Uninitialized value being used

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Unknown Accounting type (%d), flag (%d).

**Explanation** Get either invalid accounting type or flag

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RM-3-UNAVAILABLE: Wavl error

**Explanation** An internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# RLC Messages

**Error Message** %RLC\_ISSU\_PROCESS-3-NULL\_RED\_CONFIG: Redundancy configuration can not be NULL.

**Explanation** Redundancy configuration can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why redundancy configuration is NULL

**Error Message** %RLC\_ISSU\_PROCESS-3-NULL\_RED\_CONFIG: Redundancy configuration can not be NULL.

**Explanation** Redundancy configuration can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why redundancy configuration is NULL

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while running the Redundant LC ISSU process

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while running the Redundant LC ISSU process

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_MLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_MLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_FSM\_ERR: error processing %s event in %s state for LC %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_PSLC\_ERR: prepareversion error, secondary LC not standby ready for LC %s

**Explanation** the secondary LC failed to become standby ready

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_PSLC\_ERR: prepareversion error, secondary LC not standby ready for LC %s

**Explanation** the secondary LC failed to become standby ready

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_WPLC\_ERR: runversion error, primary LC %s not standby ready

**Explanation** the primary LC is not ready for switchover

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_N1\_PLC\_WPLC\_ERR: runversion error, primary LC %s not standby ready

**Explanation** the primary LC is not ready for switchover

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_RLD\_PLF\_FSM\_ERR: error processing %s event in %s state for LC idx %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-3-RLC\_ISSU\_RLD\_PLF\_FSM\_ERR: error processing %s event in %s state for LC idx %s, terminating process

**Explanation** internal error in RLC ISSU event processing

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-4-LCRPVERSION: Linecard %s and RP have different image versions

**Explanation** Linecard has different version of image than RP

**Recommended Action** Use RLC ISSU commands to change these LCs' images to same version as RP

**Error Message** %RLC\_ISSU\_PROCESS-4-RLC\_ISSU\_IMAGE\_ERR: error loading LC image for LC %s

**Explanation** internal error in loading linecard image

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-4-RLC\_ISSU\_IMAGE\_ERR: error loading LC image for LC %s

**Explanation** internal error in loading linecard image

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS-4-RLC\_ISSU\_NOT\_COMPLETED\_WARNING: LC ISSU is not finished, please issue the next commands to complete LC ISSU

**Explanation** The steps to complete LC ISSU has not been fully carried out by the operator. The system is left in an intermediate state where some linecards have been upgraded and others have not. This message is to remind the operator that a significant amount of time has passed waiting for the operator to enter the next LC ISSU command.

**Recommended Action** Enter the next LC ISSU command to continue with LC ISSU, which includes commands to perform the operations of prepareversion, loadversion, runversion, acceptversion, commitversion, or abortversion

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-NULL\_RED\_CONFIG: Redundancy configuration can not be NULL.

**Explanation** Redundancy configuration can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why redundancy configuration is NULL

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-NULL\_SLOTINDEX: slotindex can not be NULL.

**Explanation** slotindex can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why slotindex is NULL

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-NULL\_SLOTINDEX: slotindex can not be NULL.

**Explanation** slotindex can not be NULL.

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why slotindex is NULL

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while executing Redundant LC ISSU CLI

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

**Error Message** %RLC\_ISSU\_PROCESS\_CLI-3-RLC\_ISSU\_ERR: %s

**Explanation** An error occurred while executing Redundant LC ISSU CLI

**Recommended Action** Copy the error and send it to TAC. TAC team can contact ISSU infrastructure team to check why this error occurs

# RMON Messages

This section contains Remote Monitoring (RMON) messages.

## RMON-5

**Error Message** %RMON-5-HCFALLINGTRAP: Falling trap is generated because the value of %s has fallen below the falling-threshold hc value %llu

**Explanation** A falling trap was generated. The value of the specified MIB object fell below the falling threshold value as configured by the **rmon hc-alarms** command for the specified object.

**Recommended Action** Take the appropriate action on the specified MIB object.

**Error Message** %RMON-5-HCRISINGTRAP: Rising trap is generated because the value of %s exceeded the rising-threshold hc value %llu

**Explanation** A rising trap was generated. The value of the specified MIB object exceeded the rising threshold value as configured by the **rmon hc-alarms** command for the specified object.

**Recommended Action** Take the appropriate action on the specified MIB object.

# ROLLBACK-ISSU Messages

## ROLLBACK-ISSU-2

**Error Message** %ROLLBACK\_ISSU-2-GET\_BUFFER: Rollback ISSU client failed to get buffer for message. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Issue the **show logging and show checkpoint client** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-2-INIT: Rollback ISSU client initialization failed to [chars]. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-2-SEND\_NEGO\_FAILED: Rollback ISSU client failed to send negotiation message. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Issue the **show logging and show checkpoint client** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-2-SESSION\_NEGO\_FAIL\_START: Failed to start Rollback ISSU session negotiation. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to start session negotiation. If a problem occurs with the ISSU session start, the standby device cannot be brought up properly.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-2-SESSION\_REGISTRY: Rollback ISSU client failed to register session information. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Issue the **show issu capability entries and show issu session and show issu negotiated capability** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## ROLLBACK-ISSU-3

**Error Message** %ROLLBACK\_ISSU-3-INVALID\_SESSION: Rollback ISSU client does not have a valid registered session.

**Explanation** The Rollback ISSU client does not have a valid registered session.

**Recommended Action** Issue the **show issu capability entries and show issu session and show issu negotiated capability** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-3-MSG\_NOT\_OK: Rollback ISSU client 'Message Type [dec]' is not compatible

**Explanation** The Rollback ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Issue the **show issu message group and show issu session and show issu negotiated version** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-3-MSG\_SIZE: Rollback ISSU client failed to get the MTU for Message Type [dec].Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to calculate the MTU for the specified message. The Rollback ISSU client is not able to send the message to the standby device.

**Recommended Action** Issue the **show issu message group** and **show issu session** and **show issu negotiated version** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter

<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-3-SESSION\_UNREGISTRY: Rollback ISSU client failed to unregister session information. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client failed to unregister session information.

**Recommended Action** Issue the **show issu capability entries** and **show issu session** and **show issu negotiated capability** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter

<https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %ROLLBACK\_ISSU-3-TRANSFORM\_FAIL: Rollback ISSU client [chars] transform failed for 'Message Type [dec]'. Error: [dec] ([chars])

**Explanation** The Rollback ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Rollback state between the active device and the standby device is not identical.

**Recommended Action** Issue the **show issu session** and **show issu negotiated version** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## ROUTEMAP Messages

This section contains route map messages.

## ROUTEMAP-4

**Error Message** %ROUTEMAP-4-BADTRACKOBJECTTYPE: can't track this type of object

**Explanation** Route maps only support STATE type track objects. This object is not a STATE object.

**Recommended Action** Reconfigure the track object to make it a STATE object.

## ROUTEMAP\_IPC-2

**Error Message** %ROUTEMAP\_IPC-2-UNAVAILABLE: Alloc fail for route-map ipc buffer

**Explanation** Unable to malloc a buffer to send route-map configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

**Error Message** %ROUTEMAP\_IPC-2-UNAVAILABLE: The length of route map name tag is too long

**Explanation** The length of route map name tag is too long for IPC. The receiver has a 256 character long limit on route map name tag

**Recommended Action** Use a route map name tag with the length of 256 or less characters

## RPA-3-

**Error Message** %RPA-3-UNAVAILABLE: %s

**Explanation** This message type is created for all those messages which have simple ASCII text and does not take any parameter. Message tells what the problem is.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPA-3-UNAVAILABLE: CAS Entry does not exist for slot: %d, ctrl:%d, channel:%d

**Explanation** CAS entry does not exist for the given controller and channel.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPA-3-UNAVAILABLE: Unknown message type %d enqueued to RPA CAS Process

**Explanation** A message type which is not known to RPA CAS process is enqueued to it's queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPF-4

**Error Message** %RPF-4-UNAVAILABLE: Error deleting an rpf entry from the multicast rpf tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPF-4-UNAVAILABLE: Error inserting a new rpf entry into the multicast rpf tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPM-3

**Error Message** %RPM-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** MAC address allocation failed because of an incorrect slot and port combination, which exceeds the maximum available hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPM-4

**Error Message** %RPM-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** The contents of MAC address EEPROM are invalid. The system is providing random MAC addresses

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPM-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** The CPU ID could not be read from the EEPROM. This is probably due to a hardware failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPM-4-UNAVAILABLE: PCI activation failed, bay %d, 0x%x

**Explanation** The system received an invalid PCI signal from the port adapter. This is probably due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPM\_VIRTUAL\_PORT-3

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s

**Explanation** This error indicates that the delete request to PXM has failed, timed out, or been rejected by PXM.

**Recommended Action** In the case of the failure or time-out the connection's state will be set to TIMEOUT and the resync process will periodically attempt to update PXM. In the case where the request is rejected by PXM (which should never occur) Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s Error String = %s. Error Code = %d

**Explanation** The rpc/ipc request to PXM has failed or been rejected by PXM.

**Recommended Action** If the error message indicates rpc-timeout, the last command must be retried later. For other error cases copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s Message size = %d

**Explanation** The error message indicates that the size of the message which is supposed to be sent to PXM or is received from PXM is too big.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s Message size = %d

**Explanation** The ipc\_get\_pak\_message failed. This could be due to the insufficient memory.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: %s request\_type = %d

**Explanation** The rpc request from Virtual-Port or Resync process is not valid. This error should never occur

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: An unexpected FW error has occurred.  
%s

**Explanation** An unexpected FW error has occurred

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: ERROR: clrAllCnf --- Fail to delete clrAllCnf file on PXM C: disk ... Please delete file manually by doing delete c:auto\_config\_slot%d.

**Explanation** This error indicates that the re-configuration request to PXM has failed, timed out, or been rejected by PXM.

**Recommended Action** In the case of the failure or time-out the connection's state will be set to TIMEOUT and the resync process will periodically attempt to update PXM. In the case where the request is rejected by PXM the connection state will be set to FAILED until the connection is deleted or re-configured.

**Error Message** %RPM\_VIRTUAL\_PORT-3-UNAVAILABLE: ERROR: clrAllCnf --- Fail to write to NVRAM. NOTE: Configuration in NVRAM is not cleaned up.

## RPS-3

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System DC Output Voltage condition is now normal

**Explanation** The Redundant Power System DC Output Voltage is normal.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System FAN condition is now normal.

**Explanation** The Redundant Power System FAN is now normal.

**Recommended Action** The Redundant Power Supply previously detected fan failure condition which has now cleared.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System Input Voltage condition is now normal

**Explanation** The Redundant Power System Input Voltage is normal.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System THERMAL condition is now normal.

**Explanation** The Redundant Power System THERMAL is now normal.

**Recommended Action** The Redundant Power Supply previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the Redundant Power Supply is located. A Redundant Power System thermal failure can also be caused by a fan failure in the Redundant Power Supply.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System VOLTAGE is now normal.

**Explanation** The Redundant Power System voltage is now normal.

**Recommended Action** The Redundant Power System previously detected an over voltage condition which has now cleared.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System detected OVERVOLTAGE condition.

**Explanation** The Redundant Power System detected OVERVOLTAGE condition.

**Recommended Action** The Redundant Power System detected an over voltage condition.

**Error Message** %RPS-3-UNAVAILABLE: Redundant Power System is now normal

**Explanation** The Redundant Power System is operating normally.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System DC Output Voltage failure condition.

**Explanation** The Redundant Power System experienced a DC Output Voltage failure condition in one of the power supplies.

**Recommended Action** One of the DC outputs has failed on the Redundant Power Supply. For 3600 and 2600 Redundant Power supplies, DC Status LED on the front of the Power Supply will identify which DC output has failed. For 5300 Redundant Power Supply, DC OK LED on the front of the Power Supply will identify which DC output has failed. When there is a DC failure, you need to replace the Redundant Power Supply.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System FAN FAIL condition.

**Explanation** The Redundant Power System experienced a Fan failure condition.

**Recommended Action** One of the fans has failed and you should replace the Redundant Power Supply.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System Input Voltage failure condition.

**Explanation** The Redundant Power System experienced an Input Voltage failure in one of the power supplies.

**Recommended Action** One of the AC or DC inputs has failed on the Redundant Power Supply. For 3600 and 2600 Redundant Power supplies, AC Input LED on the front of the Power Supply will identify which AC input has failed. For 5300 ACDC Redundant Power Supply, AC OK LED on the front of the Power Supply will identify which AC input has failed. For 5300 DCDC Redundant

Power Supply, DC Input LED on the front of the Power Supply will identify which DC input has failed. Make sure that the AC/DC circuit in your building is operational, verify that the power cord is plugged into the Redundant Power Supply, and make sure that the AC/DC power switch on the Redundant Power Supply is on.

**Error Message** %RPS-3-UNAVAILABLE: System detected Redundant Power System THERMAL FAIL condition.

**Explanation** The Redundant Power System experienced either a Fan failure or an Over Temperature condition.

**Recommended Action** For 3600 and 2600 Redundant Power supplies, look at the FAN and TEMP LEDs on the front of Power Supply. If the FAN LED is amber, one of the fans has failed and you should replace the Redundant Power Supply. If the TEMP LED is amber, the ambient temperature is too high. For 5300 RPS unit, this message is displayed when the ambient temperature is too high.

**Error Message** %RPS-3-UNAVAILABLE: System temperature is now normal.

**Explanation** The system is operating at a normal temperature.

**Recommended Action** The system previously detected an over temperature condition which has now cleared. This is most likely due to high ambient temperature where the router is located.

**Error Message** %RPS-3-UNAVAILABLE: There is more than one failure with the Redundant Power System; please resolve problems immediately

**Explanation** The Redundant Power System experienced multiple failures. This is a critical condition

**Recommended Action** There are multiple failures on the Redundant Power Supply. Examine the LEDs on the front of the Redundant Power Supply to find out which failures it has.

## RP Messages

**Error Message** %RP\_MLP-4-BADLINKDECONFIG: Bad way of removing member link, now perform 'no shut' on both sides of Multilink

**Explanation** If member link has to be removed from multilink bundle, first remove the multilink configuration from the member link and then perform no channel-group command on the controller.

**Recommended Action** If the member link is removed from the multilink bundle using no channel-group command, perform no shut on both sides of the multilink interface to make it work.

**Error Message** %RP\_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for dLFI bundle!!

**Explanation** Trying to configure more than ONE link for dLFI bundle interface, which is not supported by dLFioFR and dLFioATM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RP\_MLP-4-MISCONFIGLINK: Links across linecards or dCEF disabled, giving control to RP

**Explanation** Trying to add links to a bundle which are spread across linecards DMLP cant support this, so giving control of bundle to RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RP\_MLP-4-NODISTMLP: Failure downloading MLP bundle %s to the LC %d

**Explanation** The bundle is configured to be distributed, but for some reasons we cannot download the MLP config to the LCd.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RP\_MLP-4-PANOTSUPPORTED: Adding Link from unsupported PA, cant add, giving control to RP

**Explanation** Trying to add links to a bundle from a PA which is not supported by DMLP, so giving control of bundle to RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPC Messages

This section contains Remote Procedure Call (RPC) messages.

### RPC-2

**Error Message** %RPC-2-6: Recovered from RPC send failure for request [chars]. Resending request.

**Explanation** A communication error occurred during an RPC request. RPC will retry.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %RPC-2-APPNOTREG: Remote application '%s' not registered

**Explanation** The remote application has not registered itself with the RPC subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-CORE\_SAT\_RPC\_FAIL: RPC between Core and Remote Switch - [chars] failed (non-fatal)Expected when VSL goes down

**Explanation** A nonfatal communication error occurred during an RPC request between the core and a remote switch or vice versa. This error message is not considered a failure when the virtual switch link (VSL) goes down.

**Recommended Action** No action is required.

**Error Message** %RPC-2-FAILED: Failed to send RPC request [chars] (fatal)

**Explanation** A fatal communication error occurred during an RPC request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-FAILED\_RETRY: Failed to send RPC request [chars] (will try again)

**Explanation** A communication error occurred during an RPC request. The system will attempt the RPC request again.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-FAILED\_USERHANDLE: Failed to send RPC request [chars]

**Explanation** A communication error occurred during an RPC request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-NOMEM: No memory available for %s

**Explanation** The RPC subsystem could not obtain the memory it needed.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-NOSUCH: The referenced RPC application (%d) does not exist

**Explanation** A message was received for a non-existent RPC application.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-NOTREADY: The referenced RPC application (%d,%s) is not ready

**Explanation** A message was received for an RPC application that is not ready.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-2-RETRY: Recovered from RPC send failure for request [chars]. Resending request.

**Explanation** A communication error occurred during an RPC request.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPC-4

**Error Message** %RPC-4-BADID: Application ID %d is invalid

**Explanation** The application ID used by the RPC subsystem is invalid.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-4-DUPREG: Application '%s' is already registered

**Explanation** The application has already registered itself with the RPC subsystem.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPC-4-TOOMANY: Too many RPC applications, '%s' not registered

**Explanation** There are too many applications registered with the RPC subsystem.

**Recommended Action** The RPC will retry the request. If the message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPF Messages

This section contains multicast Reverse Path Forwarding (RPF) messages.

### RPF-3

**Error Message** %RPF-3-RTAVLDELETE: Error deleting an rpf entry from the multicast rpf tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPF-3-RTAVLINSERT: Error inserting a new rpf entry into the multicast rpf tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RPF-4

**Error Message** %RPF-4-AVLDELETE: Error deleting an rpf entry from the multicast rpf tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPF-4-AVLINSERT: Error inserting a new rpf entry into the multicast rpf tree

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RPF-4-SNMP\_RADIX\_ERR: Failed to [chars] snmp node [chars] snmp radix tree for multicast group (\*, [IP\_address]).

**Explanation** An error occurred while adding or deleting snmp node in snmp radix tree when mroute is created or deleted.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## RP\_MLP Messages

This section contains route processor Multilink Point-to-Point Protocol (RP\_MLP) messages.

### RP\_MLP-3

**Error Message** %RP\_MLP-3-ADJ\_FAIL: Adjacency walk for [chars] failed

**Explanation** An adjacency update for the specified multilink interface failed.

**Recommended Action** Reset the multilink interface by entering the **shutdown** command followed by the **no shutdown** command on the interface. If traffic does not resume, collect the output of the **show adjacency internal** and **show cef interface internal** commands. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RP\_MLP-3-INCOMPATIBLELINK: The current config cannot be supported as link([chars]) [chars] for bundle ([chars])

**Explanation** When using multilink, the following restrictions must be met:

- All the links should be from the same port.
- Non-channelized T3 interfaces are not supported on multilink.
- Any added link should be compatible with the existing links in the bundle.
- All the links should be distributed.

**Recommended Action** Modify the configuration so that the restrictions are not violated.

**Error Message** %RP\_MLP-3-UNSUPPORTEDCONFIG: The current config cannot be supported as [chars] for [chars]

**Explanation** When using multilink on hardware-assisted SPAs, the maximum number of links in the bundle and number of bundles should not exceed the maximum permissible by device. Refer to the product documentation for restrictions.

**Recommended Action** Modify the configuration so that it does not violate the restrictions.

## RP\_MLP-4

**Error Message** %RP\_MLP-4-DLFIONELINKSUPPORT: Only ONE link should be configured for dLFI bundle!!

**Explanation** The system attempted to configure more than one link for the Distributed Link Fragmentation and Interleaving (dLFI) bundle interface. The dLFioFR and the dLFioATM do not support configuring more than one link.

**Recommended Action** No action is required.

## RP\_MLP-5

**Error Message** %RP\_MLP-5-SPAWARNING: Feature support switching to LC based software for [chars] as [chars]

**Explanation** A link was added to the bundle, but it is not on the same bay as other member links of the bundle. The specified link that is not on the same bay has become active, and the bundle has been switched to line card-based software support instead of the hardware mode that is supported on FREEDM.

**Recommended Action** When a link is added to a bundle, ensure that it is on the same bay as the other member links of the bundle, in order to have the MLP bundle in hardware mode supported on FREEDM.

**Error Message**

## RSP Messages

This section contains Route Switch Processor (RSP) messages.

## RSP-2

**Error Message** %RSP-2-UNAVAILABLE: Overrun detected. End of MEMD buffer : 0x%x End of datagram : 0x%x bufhdr %x: %08x %08x %08x %08x Flushing Processor Cache

**Explanation** A packet was processed that was greater in size than the maximum possible MTU size, or an illegal buffer header data area was found.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-2-UNAVAILABLE: %s error, %s at addr %04x (%s) log %08x, data %08x %08x

**Explanation** While the system was attempting to process a hardware queue, an error was detected by the QA ASIC. The error could be either a zero link error or a reuse error. A zero link error is caused by an attempt to place in the hardware queue a buffer header with an address of 0x0. A reuse error occurs when the QA ASIC detects or attempts to place in the hardware queue a buffer header that is the same as another buffer header in another hardware queue. Either of these errors can occur because of a software or hardware problem with the RSP or a line card.

**Recommended Action** Run the show logging command and see that whether any parity errors were recorded just before the QAERROR error message was received. If any parity error was recorded before the QAERROR, a hardware error has occurred. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. If no parity error was recorded, and the problem recurs, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the output of the commands.

**Error Message** %RSP-2-UNAVAILABLE: No memory available for %s

**Explanation** An attempt at memory allocation failed.

**Recommended Action** Try these actions to remedy the problem: Add memory. Disable some features. Apply filtering to decrease the size of system data structures - the routing table, for example. In general, reduce other system activities to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %RSP-2-UNAVAILABLE: QA Diagnostic %s error at %#08x

**Explanation** An error occurred during an attempt to access the RSP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-2-UNAVAILABLE: partially inserted or removed IPs on cyBus%u

**Explanation** The RSP detected a stall condition of cbus. Most likely, a board is not fully seated in the chassis. A less likely possibility is a hardware problem with the RSP or backplane.

**Recommended Action** Try reseating the boards. Call your technical support representative for assistance if this message persists.

## RSP-3

**Error Message** %RSP-3-UNAVAILABLE: %s %s

**Explanation** An IPC error has occurred. The exact nature of the problem is described in the error message.

**Recommended Action** Copy the router configuration, along with any other relevant information. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: %s (slot %u) has wrong hardware revision %u.%u

**Explanation** The hardware in the indicated slot needs to be upgraded for operation with the RSP.

**Recommended Action** Upgrade the board.

**Error Message** %RSP-3-UNAVAILABLE: %s acc %08x had bad value %d

**Explanation** An incorrect value has been written on an accumulator.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. A micro reload can correct the error condition as a workaround.

**Error Message** %RSP-3-UNAVAILABLE: %s, address %x

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: %s: unable to schedule restart for output queue

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: %x corrupt: %08x %08x %08x %08x

**Explanation** The event handler at the RSP has detected a status update message from an interface processor, but the field in the status message that identifies the associated interface processor is not valid. This condition indicates that the status message is corrupted. This error could occur because of a hardware or a software problem. The address of the status message buffer and the first four words of the message will be displayed for diagnostic purposes.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: Bad Turbo IPC msg (%s): msg=%#x lastmsg=%#x  
hdrsize=%#x size=%#x

**Explanation** An error was discovered in an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RSP-3-UNAVAILABLE: Bad or missing ID EEPROM, controller type %u

**Explanation** The ID EEPROM on the RSP is missing or bad.

**Recommended Action** This message indicates a manufacturing error. Report this error to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Bengal error. %s

**Explanation** System controller Bengal has reported an error/event

**Recommended Action** Read error reports. SBE are generally not fatal. Most others are

**Error Message** %RSP-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** No MAC address was available for allocation to the specified interface.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Card %s wants %d byte love letters, but only got %d bytes

**Explanation** An inconsistency between the microcode and the system code was detected.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Fixing %s by setting to default %s

**Explanation** The characters shown can be either on the slave RSP setting or on the master RSP setting. The ROM monitor default slave RSP setting is not synchronized with the system configuration file specifications. During bootup, the system image detects the mismatch and modifies the ROM monitor setting to conform with these specifications. This mismatch most likely occurred because a new RSP was being installed and booted in a high system availability (HSA) environment (dual RSPs) for the first time. Alternatively, in established HSA configurations, this message may result from a previous Interprocess Communication (IPC) error occurring while the HSA environment is reconfigured.

**Recommended Action** Using the show version or show boot command, determine which slot contains the current slave RSP. Using the show config command, determine which slot has been specified as the default slave RSP. If there is no slave default-slot n command in the configuration file, the value defaults to the highest numbered CPU slot (slot 3 on a Cisco 7507, and slot 7 on a Cisco 7513). If the slot number obtained in Step 1 is the same as the number obtained in Step 2, then no further action is required. You have configured HSA in simple hardware backup mode, and both RSPs are identical. However, if the two slot numbers differ, you have configured HSA in software error protection mode, and will have different images running, depending on which RSP is currently the slave RSP. If the slot numbers discovered in Steps 1 and 2 differ, reload your router to ensure that the desired system image is running. After the reload, the actual slave RSP will match the default slave RSP specified in (or inferred from) the system configuration file. For details of various HSA configuration modes consult the Cisco IOS Configuration Fundamentals Configuration Guide. See the Loading System Images and Configuration Files chapter (Cisco 7500 series only).

**Error Message** %RSP-3-UNAVAILABLE: Invalid return queue bcast\_id=%d bufhdr %x: %08x %08x %08x %08x

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Invalid return queue next=%#x, hwidb=%#x, type=%#x queue\_ptr=%#x, bufhdr\_offset=%#x, id=%d, bcast\_id=%d bufhdr %x: %08x %08x %08x %08x

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Malloc to %s failed for slot %d bay %d

**Explanation** The information structure for the port adapter could not be created. The interfaces on the specified port adapter might no longer be functional. A possible reason for this is a memory allocation failure involving the port adapter. This can occur as a result of insufficient hardware memory or a memory leak.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RSP-3-UNAVAILABLE: Master has m/s version %d, slave has m/s version %d

**Explanation** The master and slave are running incompatible software versions with regards to the master/slave exchange process.

**Recommended Action** If the slave image global configuration is used to override the default slave image from the bundle, then the slave image is incompatible. Update either the master or slave image to ensure the two are compatible. If the slave is running the image from the bundle, execute and record the output of show version, show running-config, and show controller cbus commands. Report this information and the error message to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: Master/slave watchdog timed out

**Explanation** While handling the interrupts from the DBUS FPGA, the RSP has detected that the timeout bit in the interrupt status register has been set. This condition indicates that the master RSP no longer controls the CBUS and DBUS. The slave may become active during this time. So, the rest of the interrupt handler will not be processed. This behavior could be the result of either a hardware or a software problem.

**Recommended Action** Copy the error message exactly as it appears. If this problem recurs, copy down the router's configuration along with any other relevant information, such as the output of show tech-support and show logging commands. Contact your Cisco technical support representative for assistance, and provide him with all the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: NULL

**Explanation** An internal software error has occurred. The exact nature of the problem is described in the error message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: NULL

**Explanation** The cBus buffer memory has been reset and reallocated. The exact nature of the problem is described in the error message.

**Recommended Action** Reset the memory manually (by changing the MTU on an interface, for example). If this message recurs, copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: No microcode for %s card, slot %u

**Explanation** No microcode is defined or available for the specified card.

**Recommended Action** Reconfigure the card to specify an existing microcode file.

**Error Message** %RSP-3-UNAVAILABLE: Panic: %s %08x %08x %08x %08x

**Explanation** The status message handler for the interface processor has detected that the firmware for the interface processor has experienced a critical condition. The name of the affected interface and the first four words of the status message buffer will be displayed along with the message for diagnostics

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: Slave NVRAM is temporarily busy

**Explanation** Another process is temporarily locking the slave config.

**Recommended Action** Retry the command that caused the error message. If the error message recurs, check for other execs via the show users command. If you know that there are no other users locking the slave nvram, then contact your technical support representative for assistance.

**Error Message** %RSP-3-UNAVAILABLE: Slave changed state from %s to %s

**Explanation** The slave RSP has undergone a hardware state change. Both the old state and new state are shown. Possible states are nonparticipant slave master unplugged Possible state changes indicated by the above message are any to unplugged unplugged to nonparticipant or slave nonparticipant to slave slave to nonparticipant Any other combination is unexpected.

**Recommended Action** The slave RSP has been removed. Consider reinstalling it if continued high system availability (HSA) operation is required. If the slave RSP is present, ensure that it is properly seated in the card cage. A slave RSP has been installed. Configure the router for HSA. See the Configuration Fundamentals Configuration Guide, in the Loading System Images and Configuration Files chapter (Cisco 7500 series only) for more details. In particular, use the slave sync config command to ensure that the new slave RSP is configured consistently with the current master RSP. CAUTION: Failure to ensure a consistent configuration on a freshly installed slave RSP might result in undefined behavior if the router reloads. A previously crashed slave RSP has been reset, or a newly installed slave RSP is in transition from unplugged to nonparticipant, and finally to slave

state. No action is required. The slave RSP image has crashed. Log in to the slave RSP's console using the if-console slot command. You will now be connected to the ROM monitor prompt on the slave RSP. Diagnose the slave RSP failure. For example, capture the output from the stack and context ROM monitor commands. Provide that information to your technical support representative, along with the router's configuration and any other relevant information, so that the problem can be investigated. Log out from the slave RSP's console port using Ctrl-c or Ctrl-z, and enter the slave reload global configuration command on the master RSP to bring the slave RSP back online. All other state changes indicate a software or hardware error. Provide the router's configuration and any other relevant information to customer support so that the problem can be investigated.

**Error Message** %RSP-3-UNAVAILABLE: Slave stole mastership

**Explanation** The master RSP has detected that the slave RSP configuration was changed from slave to master. The old master RSP will reload and become the slave RSP, allowing the new master RSP take over. This behavior indicates a software or hardware error.

**Recommended Action** Copy the router configuration, along with any other relevant information. Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: bad vc %u on %s

**Explanation** A chennelized interface driver received a packet on an unconfigured channel.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with the output of 'show tech-support'.

**Error Message** %RSP-3-UNAVAILABLE: cmd %u to %s (slot %u) took %u usecs, done %x

**Explanation** A command from the RSP to an IP took longer for the system to process than expected. This condition may be caused by a heavily loaded CPU.

**Recommended Action** If this error recurs, copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: corrupt bufhdr %x: %08x %08x %08x %08x

**Explanation** A miscommunication occurred between the RSP and an IP.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, enter the show tech-support and show logging commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RSP-3-UNAVAILABLE: queue=%#x, bufhdr %x: %08x %08x %08x %08x

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %RSP-3-UNAVAILABLE: reload command not allowed on standby RSP

**Explanation** The **reload** command in exec mode is not allowed on the standby RSP

**Recommended Action** Enter the **slave reload** command in exec mode.

## RSP-4

**Error Message** %RSP-4-UNAVAILABLE: %s

**Explanation** Report this error to your technical support representative.

**Error Message** %RSP-4-UNAVAILABLE: %uMB required for HSA

**Explanation** HSA requires a minimum of 24mb of memory.

**Recommended Action** Upgrade your system to meet minimum memory requirements for HSA.

**Error Message** %RSP-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** This message indicates the part containing the MAC addresses allocated to this chassis could not be accessed or was found to be corrupt, either due to a hardware problem or manufacturing problem.

**Recommended Action** Report this error to your technical support representative.

**Error Message** %RSP-4-UNAVAILABLE: DCEF switching should be enabled on member links of %s

**Explanation** DCEF should be enabled for Multilink interfaces if required.

**Recommended Action** Go to the multilink interface configuration mode using the **interface multilink multilink#** command, and then enable DCEF on the interface using **ip route-cache distributed** as per your requirement

**Error Message** %RSP-4-UNAVAILABLE: Error saving crashinfo for slot %d. Reason: %s

**Explanation** A VIP crashinfo file has not been saved due to the indicated reason.

**Recommended Action** If the reason indicates **Out of space**, the bootflash may not have sufficient memory to save the crashinfo file. Otherwise, open a case with the Technical Assistance Center via the Internet at [www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in non-zipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RSP-4-UNAVAILABLE: Insufficient DRAM to adequately run this IOS version. %dM is recommended.

**Explanation** The quantity of RSP DRAM is below the recommended amount.

**Recommended Action** Add DRAM.

**Error Message** %RSP-4-UNAVAILABLE: Slave configuration not updated for %s.

**Explanation** The configuration on the slave cannot be synced with the master.

**Recommended Action** Ensure that 'slave auto-sync config' is configured, and that the slave is active

**Error Message** %RSP-4-UNAVAILABLE: VIP in slot %d was empty and was disabled

**Explanation** The system failed to copy the specified file to the standbyRSP.

**Recommended Action** Ensure that the standby RSP exists and has enough memory for the file.

**Error Message** %RSP-4-UNAVAILABLE: size mismatch, master %uMB, slave %uMB

**Explanation** Memory size mismatch between Master & Slave RSP.

**Recommended Action** Configure both Master and Slave RSPs to have an equal amount of memory.

## RSP-5

**Error Message** %RSP-5-UNAVAILABLE: Slave changed to state Running, Buffer memory state : %s

**Explanation** This is an informational message to indicate that the slave RSP has started running the slave RSP image. This message after the router boots or after the slave reload global configuration command is issued on the master RSP.

**Recommended Action** No action required.

## RSP-6

**Error Message** %RSP-6-TXSTUCK: Txacc of Interface [chars] is at [dec]% of its txlimit

**Explanation** The specified interface has a low TXACC value. This might be a transient condition and might be harmless if it occurs during periods of high packet traffic. If this condition is detected more than once during periods of relatively moderate traffic, it could indicate a problem. Distributed packet switching might be disrupted as a result of this condition.

**Recommended Action** If the message recurs during periods of relatively moderate traffic, this might indicate a disruption in distributed packet switching. If such a disruption occurs, enter the **microcode reload** command to recover. Open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RSRB-3

**Error Message** %RSRB-3-UNAVAILABLE: %s: %d/%i: version mismatch, mine %d, theirs %d

**Explanation** The remote end of a TCP remote peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

**Recommended Action** Call your technical support representative for an update.

**Error Message** %RSRB-3-UNAVAILABLE: %s: %s: %i, op %x, len %d, trn %d

**Explanation** The remote end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

**Recommended Action** Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration. The destination target ring is denoted by the value of trn.

**Error Message** %RSRB-3-UNAVAILABLE: %s: %s: %s, op %x, len %d, trn %d

**Explanation** The remote end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

**Recommended Action** Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration. The destination target ring is denoted by the value of trn.

**Error Message** %RSRB-3-UNAVAILABLE: %s: sent %s to %s

**Explanation** The local end of a direct serial RSRB connection detected a configuration problem or traffic that is not recognized by the configuration.

**Recommended Action** Examine the configuration on both sides of the serial connection for possible problems. Examine the traffic being offered for propagation with respect to the configuration.

**Error Message** %RSRB-3-UNAVAILABLE: FSTin: %s: version mismatch, mine %d, theirs %d

**Explanation** The remote end of a direct serial peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

**Recommended Action** Call your technical support representative for an update.

**Error Message** %RSRB-3-UNAVAILABLE: IFin: %s: version mismatch, mine %d, theirs %d

**Explanation** The remote end of a direct serial peer is running the wrong version of the system software. Either the local end, the remote end, or both are not up to date.

**Recommended Action** Call your technical support representative for an update.

**Error Message** %RSRB-3-UNAVAILABLE: Null idb and not remote

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-3-UNAVAILABLE: Peer %d/%i, HDR, vrp state wrong, %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-3-UNAVAILABLE: Peer %i, HDR, no vrp

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-3-UNAVAILABLE: Unit %d, no memory for %s

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## RSRB-4

**Error Message** %RSRB-4-UNAVAILABLE: Bad vre type

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %d/%i, %s, bad length %d, trn %d

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %d/%i, CONN, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %d/%i, HDR, rcv state invalid, not empty %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s [%-08x], illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, %s, bad length %d, trn %d

**Explanation** An internal software error occurred.

**Recommended Action** If either message recurs, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, CONN, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, IFin, bad connection state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Peer %s, wrong state %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Remopened and t NULL

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %RSRB-4-UNAVAILABLE: Ring exchange failure, resetting peer: %s

**Explanation** The RSRB peer initiation logic failed due to a memory shortage or congestion condition.

**Recommended Action** The problem should clear and the peers should re-open without operator intervention.

**Error Message** %RSRB-4-UNAVAILABLE: Unit %d, local/vring set simultaneously, vrn %d

**Explanation** An internal software error occurred.

**Recommended Action** If either of these messages recur, call your technical support representative for assistance.

# RSVP Messages

This section contains RSVP protocol messages.

## RSVP-1

**Error Message** %RSVP-1-RSVP\_AUTH\_NO\_KEYS\_LEFT: No valid keys left for [IP\_address]

**Explanation** The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired and no other per-neighbor or per-interface keys are available for the specified neighbor. The router will continue to use the last key in the chain rather than revert to an unauthenticated condition. However, the specified neighbor router may start discarding RSVP messages as a result, and reservations with that neighbor may eventually time out.

**Recommended Action** Update the key chain by updating the text and expiration times for the expired keys.

## RSVP-2

**Error Message** %RSVP-2-RSVP\_AUTH\_KEY\_CHAIN\_EXPIRED: All the keys in chain [chars] have expired - please update the key chain now

**Explanation** The router attempted to use a key in an RSVP key chain but discovered that all the keys in the chain have expired. The router will attempt to find another suitable key. If no other suitable per-neighbor key can be found, the router will attempt to use key (chain) configured for the interface over which the authenticated RSVP message is being sent or received.

**Recommended Action** Update the key chain by updating the text and expiration time(s) for the expired key(s).

## RSVP-3

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_COOKIE: %s message from %i discarded - challenge failed for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not return the expected data. RSVP discarded the response because the untrusted source may be (unsuccessfully) attempting an RSVP challenge response replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has malfunctioned; in this case, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error, and send this information to your Cisco technical support representative. Otherwise, try to find and disable the untrusted source.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_DIGEST: %s message from %i discarded - incorrect message digest

**Explanation** The router received an RSVP message that contained a different secure hash from the one computed by the router. RSVP discarded the message because the message may have come from an untrusted source.

**Recommended Action** Check the configuration on the router and the sending system to make sure they are using the correct security key and secure hash algorithm.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_DUP: %s message from %i discarded - authentication seq #%llu is a duplicate

**Explanation** The router received an RSVP message with an authentication sequence number that has already been seen. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_NO\_SA: %s message from %i discarded: no security association for %i - no RSVP security key configured or no memory left.

**Explanation** The router received an RSVP message that contained a secure hash but dropped the message because the router was not able to create a security association for the sending system.

**Recommended Action** Check the configuration on the router to make sure that RSVP has access to a security key for the sending system. If such a key is configured, then check to see if the router has run out of memory.

**Error Message** %RSVP-3-BAD\_RSVP\_MSG\_RCVD\_AUTH\_WIN: %s message from %i discarded - seq #%llu outside authentication window

**Explanation** The router received an RSVP message whose authentication sequence number is less than the lower limit of the out-of-order window. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** It is possible that a trusted source is sending a burst of reordered RSVP messages that is too large for the authentication window size. If you can verify that the source is trusted and its messages are being sent in large reordered bursts, use the **ip rsvp authentication window-size** command to increase the window size on the receiving router. It is also possible that a trusted source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-RSVP\_MFI\_RECOVERY: RSVP calculated Recovery Time is longer than TE Rewrite Hold-Time registered with LSD. Some LSPs may not be recovered.

**Explanation** TE registered a maximum cutover time with the LSD that is less than the time it may actually take to recover all LSPs. As a result, more than usual traffic loss may occur on some LSPs during recovery

**Recommended Action** Make note of the number of Checkpointed LSPs in the RSVP HA database by issuing the command **show ip rsvp high-availability database internal** . This number likely exceeds the hard defined limit of the number of recoverable LSPs. Provide this information to Cisco technical support representative.

**Error Message** %RSVP-3-RSVP\_MSG\_AUTH\_CHALLENGE\_TIMEOUT: No response to challenge issued to %i for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not reply. The source may have crashed or lost its network connection. However, it is also possible that the source was (unsuccessfully) attempting to replay an RSVP message before the challenge and gave up when it saw the challenge from the router

**Recommended Action** If you can verify that the source is trusted, try to determine if it has crashed or lost its network connection and then restore network connectivity to it. If the source repeatedly crashes when challenged, a temporary workaround might be to disable challenges on the router by issuing a **no ip rsvp authentication challenge** command until the problem on the source is resolved. Otherwise, assume the source is untrusted; try to find and disable it.

**Error Message** %RSVP-3-RSVP\_MSG\_AUTH\_TYPE\_MISMATCH: %s message from %i discarded - authentication algorithm mismatch

**Explanation** The router received an RSVP message from a source that required authentication but the received message was using the wrong authentication algorithm.

**Recommended Action** Issue a **show ip rsvp authentication detail** command on the router to display the expected algorithm type. Then find the source and change its configuration to match.

**Error Message** %RSVP-3-UNAVAILABLE: %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %RSVP-3-UNAVAILABLE: %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** This is an auxiliary message to several packet-related messages. It provides a raw display of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - authentication algorithm mismatch

**Explanation** The router received an RSVP message from a source that required authentication but the received message was using the wrong authentication algorithm.

**Recommended Action** Issue a **show ip rsvp authentication detail** command on the router to display the expected algorithm type. Then find the source and change its configuration to match.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - authentication seq #%llu is a duplicate

**Explanation** The router received an RSVP message with an authentication sequence number that has already been seen. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - challenge failed for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not return the expected data. RSVP discarded the response because the untrusted source may be (unsuccessfully) attempting an RSVP challenge response replay attack.

**Recommended Action** If you can verify that the source is trusted, it is possible that the source has malfunctioned; in this case, copy the error message exactly as it appears on the console or in the system log, issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error, and send this information to your Cisco technical support representative. Otherwise, try to find and disable the untrusted source.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - incorrect message digest

**Explanation** The router received an RSVP message that contained a different secure hash from the one computed by the router. RSVP discarded the message because the message may have come from an untrusted source.

**Recommended Action** Check the configuration on the router and the sending system to make sure they are using the correct security key and secure hash algorithm.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded - seq #%llu outside authentication window

**Explanation** The router received an RSVP message whose authentication sequence number is less than the lower limit of the out-of-order window. RSVP discarded the message because an untrusted source may be (unsuccessfully) attempting an RSVP message replay attack.

**Recommended Action** It is possible that a trusted source is sending a burst of reordered RSVP messages that is too large for the authentication window size. If you can verify that the source is trusted and its messages are being sent in large reordered bursts, use the **ip rsvp authentication window-size** command to increase the window size on the receiving router. It is also possible that a trusted source has rebooted and its clock has gone backward in time; in this case, the source should be configured to synchronize its clock with an NTP server. Otherwise, the sender could be an untrusted source (unsuccessfully) attempting an RSVP message replay attack; try to find and disable the untrusted source.

**Error Message** %RSVP-3-UNAVAILABLE: %s message from %i discarded: no security association for %i - no RSVP security key configured or no memory left.

**Explanation** The router received an RSVP message that contained a secure hash but dropped the message because the router was not able to create a security association for the sending system.

**Recommended Action** Check the configuration on the router to make sure that RSVP has access to a security key for the sending system. If such a key is configured, then check to see if the router has run out of memory.

**Error Message** %RSVP-3-UNAVAILABLE: %s: %s %s %s

**Explanation** An action attempted by the rsvp implementation encountered an unexpected condition

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: Inconsistent rsvp reliable message timer

**Explanation** The summary refresh timer may be blocked.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: No response to challenge issued to %i for key ID %\*s

**Explanation** The router sent an RSVP message to challenge the untrusted source to compute a secure hash on a random piece of data and return the hash with the same data, but the source did not reply. The source may have crashed or lost its network connection. However, it is also possible that the source was (unsuccessfully) attempting to replay an RSVP message before the challenge and gave up when it saw the challenge from the router

**Recommended Action** If you can verify that the source is trusted, try to determine if it has crashed or lost its network connection and then restore network connectivity to it. If the source repeatedly crashes when challenged, a temporary workaround might be to disable challenges on the router by issuing a **no ip rsvp authentication challenge** command until the problem on the source is resolved. Otherwise, assume the source is untrusted; try to find and disable it.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad checksum: %d foo: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad length; ip data len: %d rsvp len: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad type: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message had a bad version: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP Message was malformed; traversed objects len: %d rsvp msg len: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: RSVP calculated Recovery Time is longer than TE Rewrite Hold-Time registered with LSD. Some LSPs may not be recovered.

**Explanation** TE registered a maximum cutover time with the LSD that is less than the time it may actually take to recover all LSPs. As a result, more than usual traffic loss may occur on some LSPs during recovery

**Recommended Action** Make note of the number of Checkpointed LSPs in the RSVP HA database by issuing the command **show ip rsvp high-availability database internal** . This number likely exceeds the hard defined limit of the number of recoverable LSPs. Provide this information to Cisco technical support representative.

**Error Message** %RSVP-3-UNAVAILABLE: Received a bad RSVP message, num objs: %d obj len: %d msg\_len: %d

**Explanation** The router received an incorrect RSVP message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show tech-support rsvp** command to gather data which may help identify the nature of the error. Then send this information to your Cisco technical support representative.

## RSVP-4

**Error Message** %RSVP-4-RSVP\_AUTH\_DUPLICATE\_KEY\_ID: Key chains [chars] and [chars] contain duplicate key ID [int]

**Explanation** An attempt is being made to add a new key identifier to a key chain in the router configuration but RSVP detected that this identifier is found in another key chain already assigned to RSVP. Because key identifiers must be unique across all the key chains used by RSVP, RSVP will not use the keys with this identifier in all such key chains. This could cause RSVP authentication to fail in some cases.

**Recommended Action** Update the listed key chain(s) so they use different key identifiers.

## RSVP-5

**Error Message** %RSVP-5-RSVP\_AUTH\_KEY\_ACL\_CHANGE: Key chain [chars] [chars] for [IP\_address] because ACL "[chars]" [chars]

**Explanation** The ACL specified in the message text associates the key chain specified in the message text with a set of RSVP neighbors. RSVP uses the specified key chain to authenticate each RSVP message exchanged with that set of RSVP neighbors after the association is configured. Subsequently, the specified ACL has been reconfigured such that the key chain association is no longer valid for one or more RSVP neighbors in the set. This causes RSVP to search the configuration for another suitable key chain to use with those neighbors. If no such key chain is found, RSVP will no longer be able to provide authentication for messages exchanged with those RSVP neighbors. This causes RSVP to discard RSVP messages from that set of neighbors. Because this may ultimately lead to loss of RSVP functionality with those neighbors, RSVP generates this system message. This system message may also be generated if the ACL is subsequently changed so that it reassociates RSVP neighbors with the specified key chain. If RSVP is not using another key chain for the set of RSVP neighbors specified by the ACL, RSVP will begin using the specified key chain to exchange authenticated RSVP messages with that set of RSVP neighbors, potentially restoring RSVP functionality with those neighbors.

**Recommended Action** If the ACL change unexpectedly caused authentication to be disabled or enabled for one or more RSVP neighbors, undo the ACL change so that RSVP authentication is not impacted.

**Error Message** %RSVP-5-RSVP\_AUTH\_ONE\_KEY\_EXPIRED: Key (ID) [int] in chain [chars] has expired

**Explanation** The router has detected that one key in a RSVP key chain has expired and that RSVP has switched to the next unexpired key in that chain.

**Recommended Action** Update the key chain by changing the text and expiration time(s) for the expired key.

## RSVP\_HA Messages

This section contains RSVP high availability (HA) protocol messages.

### RSVP\_HA-3

**Error Message** %RSVP\_HA-3-CF\_REGISTER\_FAILED: Failed to register with CF

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-CLI\_ADD\_FAILED: Failed to add RSVP HA to CLI

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-DB\_INIT\_FAILED: Database init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-ENTRY\_MOVE\_FAILED: Failed to move a database entry to [chars] tree

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RSVP\_HA-3-ISSU\_INIT\_FAILED: In Service Software Upgrade (ISSU) Init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-ITEM\_SIZE\_TOO\_BIG: Item size ([int]) bigger than default CF buffer ([int])

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RSVP\_HA-3-MAIN\_INIT\_FAILED: Main init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-MSG\_MGR\_INIT\_FAILED: Message Manager init failed

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-PROCESS\_CREATE\_FAILED: Failed to create RSVP HA process

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process.

**Error Message** %RSVP\_HA-3-PROCESS\_KILL: Killing RSVP HA process

**Explanation** The RSVP HA process is terminating.

**Recommended Action** No action is required.

**Error Message** %RSVP\_HA-3-RF\_REGISTER\_FAILED: Failed to register with RF

**Explanation** The system may be low on memory.

**Recommended Action** Verify system memory availability. Deconfigure graceful restart full mode and configure it again. This will attempt to restart the RSVP HA process and reregister with compact flash (CF).

**Error Message** %RSVP\_HA-3-RF\_UNREGISTER\_FAILED: Failed to unregister with RF

**Explanation** The RSVP HA client may not have registered with RF.

**Recommended Action** No action is required.

## RS\_TDM-3

**Error Message** %RS\_TDM-3-UNAVAILABLE: A TDM function is used with a bad argument: %s

**Explanation** An internal software error has occurred. A TDM function was called with invalid arguments and could not be processed. The invalid arguments are specified at the end of this error message, along with any other useful data.

**Recommended Action** Enter the **debug tdm** command. If the problem recurs, copy the error message, the trace message, and surrounding debug text exactly as they appear on the console or in the system log, call your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %RS\_TDM-3-UNAVAILABLE: Clash in usage for TDM backplane timeslot %d

**Explanation** The TDM backplane timeslot to be allocated is already in use

**Recommended Action** Check the split dial-shelf settings on both router shelves for conflicting setting

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM backplane timeslot %d is in an unknown state

**Explanation** The TDM backplane timeslot specified is in an unknown state

**Recommended Action** Check the split dial-shelf settings on both router shelves for conflicting setting

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM extended split on Router shelf Clashes to my %s other %s extended backplane ds0

**Explanation** The number of extended backplane ds0 for this router clashes with the other router shelf

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM legacy split on Router shelf Clashes to my %d other %d legacy backplane ds0

**Explanation** The number of legacy backplane ds0 for this router clashes with the other router shelf

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM split on %s Router shelf Reduced to %d backplane ds0

**Explanation** The number of backplane ds0 for this router has been forced lower

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM split user setting are in conflict: my RS %s = %d, other RS %s = %d

**Explanation** The user setting for tdm split on this router shelf is in conflict with the setting on the other router, More backplane DS0 are in use than 2048 DS0

**Recommended Action** Set the other router dial-shelf split backplane-ds0 to non conflicting setting

**Error Message** %RS\_TDM-3-UNAVAILABLE: TDM split user setting are not matched pairs my RS %s = %d ds0, expected other RS %s = %d ds0, actual other RS %s = %d ds0

**Explanation** The user setting for tdm split on this router shelf is not compatible with the setting on the other router

**Recommended Action** Set the other router dial-shelf split backplane-ds0 to above setting

## RTT Messages

This section contains round-trip time monitor messages.

### RTT-3

**Error Message** %RTT-3-PathSetupFailed: %RTR Probe [int]: Error in setting current Path. Probe will be stopped

**Explanation** An internal software error has occurred.

**Recommended Action** Reschedule the probe operation that was stopped. Copy the message exactly as it appears on the console or in the system log. Enter the **show rtr configuration** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools

and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RTT-3-SAAMPLS: IP SLA Monitor([dec]): SAA MPLS [chars] Probe [chars] [chars] for destination-address [IP\_address] lsp-selector [IP\_address]

**Explanation** This informational message logs violations in the Service Assurance Agent probes. This message appears after the **rtr logging trap** command has been entered.

**Recommended Action** If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

**Error Message** %RTT-3-SAANEGATIVEVALUE: IP SLA Monitor([dec]): Negative Value for [chars]

**Explanation** The IP SLA monitor statistics generated an error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RTT-3-SAANOPROCESS: IP SLA Monitor: Cannot create a new process

**Explanation** The IP SLA monitor is unable to start a new process, and may not be running.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %RTT-3-SAAPROBENOTFOUND: IP SLA Monitor: Error deleting the probe

**Explanation** A deletion attempt was performed on a probe that does not exist.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RTT-3-SAARESPTWINITFAIL: IP SLAs responder initialization failed

**Explanation** The IP Service Level Agreement (IP SLA) responder initialization process was unable to initialize the timer wheel. As a result, the IP SLA probes on other routers for which this router acts as responder will not work.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RTT-3-SAATWINITFAIL: IP SLAs: Generic Timer wheel timer functionality failed to initialize

**Explanation** IP SLAs could not initialize the timer wheel.

**Recommended Action** Search for resolved software issues using the Bug Toolkit at Active

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

**Recommended Action** No action is required.

## RTT-4

**Error Message** %RTT-4-DuplicateEvent: IP SLA Monitor [dec]: Duplicate event received. Event number [dec]

**Explanation** The IP SLA monitor process has received a duplicate event.

**Recommended Action** This is only a warning message. If this message recurs, copy the message exactly as it appears on the console or in the system log. Enter the **show rtr configuration** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered along with information about the application that is configuring and polling the Service Assurance Agent probes. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %RTT-4-OPER\_CLOSS: condition %s, entry number = %d

**Explanation** This message displays connection loss conditions in the IP Service Level Agreement (IP SLA) operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

**Recommended Action** Ensure that the destination for the IP SLA operation is reachable and that the IP SLA responder operation is configured on the destination. To disable these messages for IP SLA operations, enter the **no ip sla monitor logging trap** command.

**Error Message** %RTT-4-OPER\_TIMEOUT: condition %s, entry number = %d

**Explanation** The timeout condition is displayed for the IP SLA operations. This message is enabled when the **ip sla monitor logging trap** command is entered.

**Recommended Action** Ensure that the destination for the IP SLA operation is reachable. To disable these messages for IP SLA operations, enter the **no ip sla monitor logging trap** command.

**Error Message** %RTT-4-SAACLOCKNOTSET: IP SLA Monitor Probe(s) could not be scheduled because clock is not set.

**Explanation** One or more IP SLA monitor probes could not be scheduled because the system clock is not set.

**Recommended Action** Ensure that the system clock is functional by using Network Time Protocol or another mechanism.

**Error Message** %RTT-4-SAAGRPSCHEDCONFIGFAIL: Group Schedule Entry [dec]: [chars]

**Explanation** The probes could not be group scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

**Recommended Action** Reschedule the group scheduling entry with a valid start time.

**Error Message** %RTT-4-SAASCHEDCONFIGFAIL: IP SLA Monitor Probe [dec]: [chars]

**Explanation** The IP SLA Monitor probe could not be scheduled. Either the configured starting time has already occurred, or the starting time is invalid.

**Recommended Action** Reschedule the failed probe with a valid start time.

## RTT-6

**Error Message** %RTT-6-SAATHRESHOLD: IP SLA Monitor([dec]): Threshold [chars] for [chars]

**Explanation** This informational message logs threshold violations in the Service Assurance Agent probes. This messages appears after the **rtr logging trap** command has been entered.

**Recommended Action** If this message is not necessary, enter the **no rtr logging trap** command to disable logging. Otherwise, no action is required.

## RUDP-3

**Error Message** %RUDP-3-UNAVAILABLE: rudp %d: %s%s.

**Explanation** RUDP initialization operation fails.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## RUDP-4

**Error Message** %RUDP-4-UNAVAILABLE: rudp %d: %s%s.

**Explanation** A warning is given out for a particular RUDP link.

**Recommended Action** LOG\_STD\_DBG\_ACTION

## Regen-1

**Error Message** %Regen-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Putting the system in Power save mode and going to rommon. Please resolve cooling problem and restart system!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## Regen-3

**Error Message** %Regen-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** All the available MAC addresses for the system have been allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: Detected invalid NVRAM size: %d bytes

**Explanation** The detected size of NVRAM is not one of the supported sizes. The NVRAM may be bad.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: Failed to erase config due to internal error

**Explanation** Password protection feature failed to erase config due to internal error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: Invalid Port Adaptor type (%d) reported for mainboard

**Explanation** The 'virtual' port adaptor type derived from the mainboard type is not one of the supported types. It may be that this mainboard is a newmainboard type and the software release you are running does not support the new mainboard type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: PCI Configuration Read Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Read cycle failed. The mainboard needs to be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: PCI Configuration Write Cycle Failed for bus %d, Device %d, function %d, register %d

**Explanation** A PCI Bus Configuration Write cycle failed. The mainboard needs to be replaced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: get\_pci\_dev\_num: Invalid bay (%d) or device number offset (%D)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: pas\_get\_device\_subunit: Invalid PCI device number: %d

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: regen\_big\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %Regen-3-UNAVAILABLE: regen\_little\_endian\_addr: Attempted conversion of invalid address (0x%x)

**Explanation** A software error occurred in trying to determine PCI device addressing. This is most likely a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## Regen\_MAINBOARD\_ASYNC\_PQUICC-3

**Error Message** %Regen\_MAINBOARD\_ASYNC\_PQUICC-3-UNAVAILABLE: No memory for %s of unit %d

**Explanation** The router does not have enough memory to perform the function

**Recommended Action** Consider adding more shared memory. Copy the error message exactly as it appears, and report it to your technical support representative.

# RUNCFGSYNC Messages

This section contains Auto-Running Configuration Synchronization (RUNCFGSYNC) messages.

## RUNCFGSYNC-6

**Error Message** RUNCFGSYNC-6-HASRMSTATE: [chars]

**Explanation** HA single router mode has changed state. Additional details are provided in the error message text.

**Recommended Action** No action is required.

## SASL Messages

This section contains Simple Authentication and Security Layer (SASL) messages.

### SASL-2

**Error Message** %SASL-2-FORKFAIL: Cannot fork process [chars]

**Explanation** An attempt to fork a process has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SASL-2-INITFAIL: Initialization failed - [chars]

**Explanation** SASL component initialization failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SBETH-1

**Error Message** %SBETH-1-UNAVAILABLE: %s - Cannot create IDB subblock due to insufficient memory

**Explanation** There was insufficient system memory to create the subblock.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: %s - Could not install or use IDB subblock

**Explanation** An internal IOS error prevented the IDB subblock from being installed or used.

**Recommended Action** Software bug - open a case with Development Engineering. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** %SBETH-1-UNAVAILABLE: %s, initialization failed, no buffer memory

**Explanation** The Ethernet port initialization failed due to insufficient memory

**Recommended Action** The router requires more packet memory - consider upgrade. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Could not init buffer pools

**Explanation** The driver failed to get a pool of buffers from IOS

**Recommended Action** Software bug - open a case with Development Engineering. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** %SBETH-1-UNAVAILABLE: Could not initialize structure

**Explanation** The driver failed to initialize a structure

**Recommended Action** Software bug - open a case with Development Engineering. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Invalid Interface Descriptor Block

**Explanation** The driver tried to fetch the interface's IDB and failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: MAC Still in Reset

**Explanation** An attempt was made to access the MAC while it was in reset

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Plugin function table incomplete or missing

**Explanation** The driver could not access the PA's specific function table

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Problem getting particle size

**Explanation** The driver was unable to get the particle size for this interface

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Unknown IDBTYPE while starting driver

**Explanation** The IDBTYPE in the interface's instance structure is undefined for this driver

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Unknown media-type in subblock

**Explanation** The media-type specified in the driver subblock is invalid

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-1-UNAVAILABLE: Unknown or invalid chip mode (MII/TBI)

**Explanation** The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode)

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SBETH-2

**Error Message** %SBETH-2-UNAVAILABLE: Interface %s does not support ISL

**Explanation** ISL is not supported on the specified interface's hardware.

**Recommended Action** LOG\_STD\_NO\_ACTION

## SBETH-3

**Error Message** %SBETH-3-UNAVAILABLE: %s - GBIC contains a bad EEPROM

**Explanation** Interface contains a GBIC with a bad EEPROM. This causes the link to be down.

**Recommended Action** Please make sure the GBIC type is compatible with the interface. Verify that the GBIC was obtained from Cisco or a supported vendor

**Error Message** %SBETH-3-UNAVAILABLE: %s - Unknown GBIC type

**Explanation** Interface contains a GBIC of unknown type. This causes the link to be down.

**Recommended Action** Please make sure the GBIC type is compatible with the interface. Verify that the GBIC was obtained from Cisco or a supported vendor

**Error Message** %SBETH-3-UNAVAILABLE: %s, error interrupt, mac\_status = 0x%016llx

**Explanation** The MAC controller has signalled an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBETH-3-UNAVAILABLE: %s, packet too big (%d), from %e

**Explanation** The interface detects a packet larger than what is defined by MTU

**Recommended Action** Check the other station's MTU setting LOG\_STD\_NO\_ACTION

## SATVS\_DNLD Messages

This section contains satellite switch virtual switch (VS) download messages.

### S4T68360-1

**Error Message** %S4T68360-1-UNAVAILABLE: %s %s

**Explanation** A software or hardware error occurred. The S4T interface is not responding to commands used to initialize it.

**Recommended Action** This failure will happen due to S4T port initialization or reset failure. Collect the 'show tech' and 'show log' information at the time of problem and send it to the technical support representative

**Error Message** %S4T68360-1-UNAVAILABLE: %s %s

**Explanation** The S4T port adaptor failed to respond to a request to disable an interface.

**Recommended Action** This failure will happen due to S4T port initialization or reset failure. Collect the 'show tech' and 'show log' information at the time of problem and send it to the technical support representative

**Error Message** %S4T68360-1-UNAVAILABLE: Bay %d for microcode download

**Explanation** The S4T port adaptor hardware failed. The S4T port adaptor would not begin to download the operational microcode.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %S4T68360-1-UNAVAILABLE: Bay %d port adaptor

**Explanation** The S4T port adaptor hardware failed. The periodic check routine detected the failure and restarted it.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %S4T68360-1-UNAVAILABLE: Bay %d: %s

**Explanation** The S4T port adaptor failed to complete hardware initialization.

**Recommended Action** Try to reseal the PA properly in the system slots. If the error still happens, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of RSP and the PA as this error will come only if there is failure in hardware.

**Error Message** %S4T68360-1-UNAVAILABLE: Failed for bay %d, sent = 0x%x, received = 0x%x

**Explanation** The download of the internal firmware to the S4T failed to checksum correctly. This usually indicates a hardware failure of the S4T or the Versatile Interface Processor (VIP).

**Recommended Action** Perform a power cycle. If the problem persists, the S4T hardware may have a problem.

**Error Message** %S4T68360-1-UNAVAILABLE: Microcode download to bay %d failed

**Explanation** The S4T port adaptor hardware failed. It did not acknowledge the completion of the operational microcode download.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %S4T68360-1-UNAVAILABLE: Microcode to port adaptor in bay %d

**Explanation** The S4T hardware has failed. It could not download its operational microcode.

**Recommended Action** Try to reseal the PA properly in the system slots. If the error still happens, then verify for the hardware failure including the 7200 chassis in case of 7200 or vip in case of RSP and the PA as this error will come only if there is failure in hardware.

## S4T68360-3

**Error Message** %S4T68360-3-UNAVAILABLE: %s packet buffer, pak=0x%x

**Explanation** A software or hardware error occurred. The S4T driver detected that the transmit ring is an inconsistent state.

**Recommended Action** Do shut/no shut on the interface and if still this problem happens, then do OIR of the PA. If this also doesn't solve the problem then there may be a hardware failure. Please verify for it. send the 'show tech' and 'show log' information collected at the time of problem to the technical support representative

**Error Message** %S4T68360-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The S4T hardware failed. A non-S4T device pointed at the software for the S4T.

**Recommended Action** Check the system configuration for the failure in the bay number that is reported. If it is not a M4T PA, contact the appropriate component to which that PA in that slot belongs. If it is a M4T PA, then try to reseal the PA once again and if the error still happens, then send the 'show tech' and 'show log' information to the technical support representative.

**Error Message** %S4T68360-3-UNAVAILABLE: Bay %d stale msg %s- mbx0:%lx, mbx1:%lx, mbx2:%lx

**Explanation** The S4T has not responded to a message from the Versatile Interface Processor (VIP) within a specified time.

**Recommended Action** Perform a microcode reload of the VIP. If the problem persists, it indicates that the S4T or VIP hardware failed.

**Error Message** %S4T68360-3-UNAVAILABLE: Bay %d, Exception %d, trace %d

**Explanation** The S4T firmware detected an illegal or unexpected CPU exception or condition. This may be caused by a software error or by a hardware failure.

**Recommended Action** Perform a microcode reload of the Versatile Interface Processor (VIP). If the problem persists, it indicates that the S4T hardware failed.

## S4T68360-5

**Error Message** %S4T68360-5-UNAVAILABLE: %s TX packet dropped; particle count (%d) exceeds %d

**Explanation** The TX packet got dropped since the TX ring was full.

**Recommended Action** This is normal when the port adapter gets overdriven.  
LOG\_STD\_NO\_ACTION

## SARMGR-1

**Error Message** %SARMGR-1-UNAVAILABLE: The 1575 device analysis failed

**Explanation** The SAR Manager failed its initialization

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SARMGR-3

**Error Message** %SARMGR-3-UNAVAILABLE: Device reported %08x

**Explanation** PCI device ID was not correct.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SATVS\_DNLD-3

**Error Message** %SATVS\_DNLD-3-RS\_BOOT\_RDY\_MEM\_FAIL: Unable to allocate space for BOOT\_READY msg

**Explanation** The remote switch failed to allocate memory for a BOOT READY message to the virtual switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_BOOT\_RDY\_SEND\_FAIL: Unable to send BOOT\_READY message

**Explanation** The Remote Switch failed in sending a BOOT READY message to the Virtual Switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_BAD\_EVENT: Got invalid event [hex]:[hex]

**Explanation** An invalid event was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_BAD\_QUEUE\_EVENT: Event on bad queue [hex]

**Explanation** An unknown message queue event was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_BAD\_TIMER\_EVENT: Invalid timer [hex]

**Explanation** An invalid event was received or the message queue was unknown.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_CREATE\_PROC\_FAIL: Failed to create image download process

**Explanation** Failed to create a message queue on the remote switch for downloading related messages from the virtual switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_CREATE\_QUEUE\_FAIL: Failed to created watched queue for download messages

**Explanation** Failed to create a message queue on the remote switch for downloading related messages from the virtual switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_FAILED: Failed to start download from the Virtual Switch ([chars])

**Explanation** The remote switch was unable to initiate a download from the virtual switch. This could be because of problems in the RSL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_DNLD\_PROC\_FAIL: Download rocess killed. So dropping dnld data

**Explanation** The download process is not running on the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-RS\_MSG\_ENQUEUE\_FAIL: Unable to enqueue message

**Explanation** Failed to enqueue a message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_MSG\_INVALID\_SWITCH: Invalid switch\_id (Internal) [dec] (switch number [dec])! Dropping BOOT\_READY msg

**Explanation** An invalid BOOT RDY message was received at the virtual switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_RDY\_RESP\_MEM\_FAIL: Unable to allocate memory for BOOT\_READY response for [chars] [dec]

**Explanation** The virtual switch failed to allocate memory to send a BOOT READY response message to the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_RDY\_RESP\_SEND\_FAIL: Unable to send BOOT\_READY response to [chars] [dec]

**Explanation** The virtual switch was unable to send a BOOT READY response message to the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_BOOT\_RDY\_SCP\_RESP\_FAIL: scp\_send\_pak() returned 0 for BOOT\_READY resp for [chars] [dec]

**Explanation** The virtual switch was unable to send a valid BOOT READY response message to the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_CREATE\_DNLD\_INSTANCE\_FAIL: Failed to create a download instance for [chars] [dec]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_CREATE\_DNLD\_PROC\_FAIL: Failed to create a download process for [chars] [dec]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_DNLD\_IMAGE\_INFO\_FAIL: Unable to get image info for [chars] [dec]

**Explanation** Failed to get image information for the remote switch from the bundled image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_DNLD\_IMAGE\_VER\_INFO\_FAIL: Unable to get version for [chars] [dec]

**Explanation** Failed to get image version information for the remote switch from the bundled image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_DNLD\_UNKNOWN\_RS: Unknown RS type [dec] for [chars] sup [dec]

**Explanation** An unknown type of hardware was detected on the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_GET\_DNLD\_IMAGE\_FAIL: Unable to get image for [chars] [dec]

**Explanation** Failed to get image information to be downloaded to the remote switch from the internal database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_GET\_DNLD\_INSTANCE\_FAIL: Failed to get the download process instance for Remote Switch

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_GET\_PSlot\_FAIL: Unable to get the physical slot for the Remote Switch in virtual slot [dec]

**Explanation** Failed to get physical slot for the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_IMAGE\_DNLD\_FAIL: Image download of size ([dec]) failed for [chars] [dec]

**Explanation** The virtual switch failed to download the image to the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_INVALID\_BOOT\_MSG: BOOT\_READY message in ONLINE state for [chars] [dec]. NAKing

**Explanation** The virtual switch received an invalid BOOT RDY message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_RS\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed.

**Explanation** Failed to create registries during initialization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_SET\_DNLD\_INSTANCE\_FAIL: Failed to set the download process instance for [chars] [dec]

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_DNLD-3-VS\_VLSOT\_ALLOC\_FAIL: Unable to allocate vslot for [chars] [dec] slot [dec]

**Explanation** Failed to allocate a virtual slot to the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SATVS\_IBC Messages

This section contains satellite switch virtual switch (VS) interboard communications messages.

## SATVS\_IBC-3

**Error Message** %SATVS\_IBC-3-VS\_IBC\_PVTPOOL\_PAKALLOC\_FAIL: Unable to allocate Pak from VS Inband Private buffer Pool: [chars] Allocating from Public Buffer Pool

**Explanation** Inband packet allocation could not be done from the virtual switch link (VSL) inband private buffer pool due to the reason stated.

**Recommended Action** No action is required.

**Error Message** %SATVS\_IBC-3-VSL\_DOWN\_IP\_DROP: VSL inactive - dropping cached IP-over-EoBC packet: (SA/DA:[hex]/[hex], eSA/eDA:[enet]/[enet])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more IP-over-EoBC packets remaining in the cache after the VSL became inactive (down). The cached IP-over-EoBC packets are being dropped. This condition indicates normal system operation.

**Recommended Action** No action is required.

**Error Message** %SATVS\_IBC-3-VSL\_DOWN\_SCP\_DROP: VSL inactive - dropping cached SCP packet: (SA/DA:[hex]/[hex], SSAP/DSAP:[hex]/[hex], OP/SEQ:[hex]/[hex], SIG/INFO:[hex]/[hex], eSA:[enet])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more SCP packets remaining in the cache after the VSL became inactive (down). The cached SCP packets are being dropped.

**Recommended Action** No action is required.

## SATVS\_IBC-5

**Error Message** %SATVS\_IBC-5-VSL\_DOWN\_IPC\_DROP: VSL inactive - dropping cached IPC packet: (SA/DA:[hex]/[hex], SEQ:[hex], Pak\_pointer:[hex])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more IPC packets remaining in the cache after the VSL became inactive (down). The cached IPC packets are being dropped.

**Recommended Action** This condition does not affect normal system processing. No action is required.

**Error Message** %SATVS\_IBC-5-VSL\_DOWN\_SCP\_DROP: VSL inactive - dropping cached SCP packet: (SA/DA: [hex] / [hex], SSAP/DSAP: [hex] / [hex], OP/SEQ: [hex] / [hex], SIG/INFO: [hex] / [hex], eSA: [enet])

**Explanation** The VSL is no longer active. The other virtual switch to which the VSL was attached had one or more SCP packets remaining in the cache after the VSL became inactive (down). The cached SCP packets are being dropped.

**Recommended Action** This condition does not affect normal system processing. No action is required.

## SATVS\_UL\_MGMT Messages

This section contains satellite switch virtual switch (VS) messages.

### SATVS\_UL\_MGMT-3

**Error Message** %SATVS\_UL\_MGMT-3-RS\_DNLD\_ABORT: Image download aborted because RSL went down

**Explanation** An ongoing remote switch image download was aborted because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.

**Recommended Action** Check for the above conditions and resolve them. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_HW\_PROG\_TIMEOUT: H/w programming timed out.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_BNDL\_EVENT: Bundle event on already bundled port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_BOOL\_EVENT: Invalid boolean event [hex]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_EVENT: [chars]: Invalid event [hex]: [hex]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INVALID\_UNBNDL\_EVENT: Unbundle event on already unbundled port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_INV\_FAILED: Failed to send inventory data to Virtual Switch. Will keep trying

**Explanation** The remote switch failed to send inventory data to the virtual switch even though the RSL is up. It will keep trying forever.

**Recommended Action** Wait 10 minutes for the system to recover from this condition. If the system does not recover, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_NO\_PORT\_BNDL\_NUMBER: No bundle port number in RSL  
-- SI set to BIT BUCKET

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-RS\_NO\_UPLINK: No uplink to master core -- SI set to BIT BUCKET

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_DEALLOC\_VSLOT\_MSG\_FAIL: [chars] for VS UL dealloc vslot msg [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_DROP\_INV\_MSG: Dropping Inventory message from unknown Remote Switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_DUP\_INV\_MSG: NAKing duplicate inventory from Remote Switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_GET\_PSLOT\_FAIL: Unable to get the physical slot of supervisor for [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_GET\_SWITCH\_NUMBER\_FAIL: Unable to get switch number for switch-id(internal) [dec]

**Explanation** Failed to get switch number from internal switch ID. An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_ICC\_REQ\_FAIL: Unable to alloc memory for status update message for [chars] [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_ICC\_RESP\_FAIL: icc\_get\_resp\_pak failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_ICC\_RESP\_UPLINK\_STATUS\_FAIL: icc\_req\_resp\_pak to SP failed for [chars] [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_INVALID\_BNDL\_EVENT: Bundle event on already bundled port [chars] for switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_INVALID\_UNBNDL\_EVENT: Unbundle event on already unbundled port [chars] for switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_INV\_FAILED: Failed to process inventory data for Remote Switch [dec]. Will remain OFFLINE

**Explanation** The virtual switch is unable to process the inventory data received from the remote switch even though the RSL is up. This switch will be held offline.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_INV\_VER\_MISMATCH: Versin of INVENTORY message mismatch. Forcing download to switch number [dec] switch-id(internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NO\_INFO\_EM\_RECOVERY: No PM info on EM recovery for port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NON\_INV\_MSG: Dropping non-INVENTORY message.

**Explanation** A non-inventory message was received from the remote switch.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NON\_RSL\_EM\_AGE: EM aging event on non-RSL port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NO\_SWIDB\_EM\_AGE: No swidb for EM aging event (gp\_id = [dec])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_NO\_SWIDB\_EM\_RECOVERY: No swidb for EM recovery event (gp\_id = [dec])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ADD\_PORT\_AGPORT\_FAIL: Unable to add port [chars] to RSL.

**Explanation** A failure occurred while attempting to add the port to the RSL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ADD\_TLV\_FAIL: Too few bytes for [chars] TLV in PAgP (reqd. [dec], got [dec]) on port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_BAD\_SUB\_OPCODE: Dropping bad sub opcode ([hex]) from [chars] [dec]

**Explanation** An invalid message was received from the remote switch. The message could be corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_BAD\_VER\_STR: Bad version string - inventory failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CF\_CLIENT\_ADD\_FAIL: CF: Failed to create client (err\_code = [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CF\_INVALID\_SYNC: CF: TLV sync for unconfigured port ([chars])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_INVALID\_SYNC: CF: Received invalid sync type [hex]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_MSG\_FAIL: CF: Send FAIL status

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_MSG\_MEM\_FAIL: CF: Unable to get chkpt buffer for sync type [hex] (retval [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CHKPT\_MSG\_SEND\_FAIL: CF: Unable to sync type [hex] to standby (retval [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CLEAR\_LTL\_INDEX: Unable to clear LTL index [hex] (retval [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CREATE\_BOOL\_FAIL: Failed to create watched boolean to monitor uplink comm up

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CREATE\_PROC\_FAIL: Failed to create the [chars] process

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_CREATE\_QUEUE\_FAIL: Failed to create watched queue for [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ENQUEUE\_FAIL: Unable to enqueue unsolicited message

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_GET\_LTL\_PORT\_INDEX: Unable to get LTL index for port [chars] (retval [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_GET\_OID\_FAIL: Failed to get OID - inventory failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_GET\_UPLINK\_INFO\_FAIL: Failed to get uplink info for port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_ICC\_REQ\_FAIL: RP-SP sync: Unable to get memory for RP-SP sync type [hex]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_IGNORE\_ICS\_TLV: Ignore ICS TLV on non-uplink port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_IMAGE\_NOT\_FOUND: The system failed to find an image to download to Remote Switch [dec]. Will remain OFFLINE

**Explanation** The virtual switch failed to find an image for the remote switch. The remote switch will remain offline.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_IMAGE\_NOT\_FOUND\_INV\_RESP: Remote Switch image NOT found in Virtual Switch

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_ARGS: Both [chars] [dec] and idb for port ([chars]) specified

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_BOOL\_EVENT: Invalid [chars] boolean event [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_EVENT: Invalid [chars] event [dec] : [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_ICS\_TLV: Invalid ICS TLVs from port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_QUEUE\_EVENT: Event on invalid [chars] queue [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_SW\_ID: Invalid switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_SWITCH\_INFO: switch number [dec] has no switch\_info

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TIMER\_ID: Invalid [chars] timer [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TLV: Received [chars] TLV on non-uplink port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TLV\_RS: Received Remote Switch side UL mgmt TLV on Remote Switch on port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVALID\_TLV\_VS: Received Virtual Switch side UL mgmt TLV on Virtual Switch on port [chars] for [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INVENTORY\_FAIL: Out of memory - inventory failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INV\_RESP\_FAIL: Failed sending INVENTORY response [chars]to [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INV\_RESP\_MEM\_FAIL: Alloc failure for INVENTORY response to switch number [dec] switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_INV\_SEND\_FAIL: Inventory:scp send failed - session [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RSL\_BOUNCE: Remote switch [dec] OFFLINE since RSL bounced

**Explanation** The remote switch is now offline because the remote switch link (RSL) was bounced. This condition can be caused by any of the following:

- An SSO switchover resulted in failures on the RSL line cards that required the RSL to be bounced.
- The remote switch failed to respond to a sanity check request after an SSO switchover.

**Recommended Action** Check for the above conditions. Note that the first condition can occur when the switchover happens during a critical operation on the RSL line card. If this is not the case, or if the second condition occurred, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_LTL\_ALLOC\_FAIL: Dynamic allocation also failed for Remote Switch private indices (retval [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_MAX\_INV\_OID\_SIZE: OID too long ([dec]) - inventory failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NAK\_INV\_RESP: Virtual Switch NAKed Inventory.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NON\_RSL\_CONN\_INFO\_REQ: Dropping non-RSL connect info request message

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NON\_UPLINK\_PORT\_RM: Attempt to remove port [chars] that is not an uplink of [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NO\_RS\_INFO\_INV\_SYNC: CF: No Remote Switch info for inventory sync for [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NO\_RS\_INFO\_STATE\_SYNC: CF: No Remote Switch info for state sync for [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NOT\_ENOUGH\_PRIVATE\_INDICES: Not enough private indices (reqd [dec], got [dec])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NULL\_RP\_SP\_SYNC\_MSG: RP-SP sync: Received NULL sync msg

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_NULL\_SWIDB: Unable to get swidb for port [dec] : [dec] .

**Explanation** The specified port has a null software interface descriptor block.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_PO\_AGG\_RS\_OFFLINE: Port [chars] aggregated but switch-id(Internal) [dec] OFFLINE

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_PORT\_ADD\_REMOVE\_ERR: Port ([chars]) add/remove from unconfigured [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RF\_CLIENT\_ADD\_FAIL: RF: Failed to create client (retcode = [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_INFO\_RESP\_FAIL: No RSL connect info response received from [chars] [dec]

**Explanation** The RSL connect information response was not heard from the remote switch. This could be due to an invalid switch number, or the virtual switch may not be actively connected to the remote switch at this time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_INFO\_RESP\_MSG\_FAIL: Unable to alloc memory for RSL connect info response

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_REQ\_MEM\_FAIL: Unable to allocate memory for sending RSL connect info request to [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_CONN\_RESP\_SEND\_FAIL: Sending RSL connect info response failed.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_RSL\_LTL\_INDEX\_FAIL: Unable to get the local RSL LTL index

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_LTL\_INDEX: Unable to [chars] index [hex] on supervisor [chars] [chars] (retval [hex])

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_PORT\_LTL\_INDEX: Unable to set LTL index for port [chars] to [hex]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_RSH\_MODE: Unable to set RSH mode on port [chars].

**Explanation** The system failed to set RSH mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SET\_SRC\_INDICES\_FAIL: Failed to [chars] SCP msg to set src indices.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_SSO\_EVENT: SSO switchover event in oir\_online (slot [dec])-- not supported in Remote Switch

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_TLV\_INVALID\_METRIC: ICS TLV on [dec] with invalid metric on port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_RS\_VSLOT\_ALLOC\_FAIL: Unable to alloc vslot for switch number [dec] switch-id(Internali) [dec] slot [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-3-VS\_UNKNOWN\_MSG: Unknown message type [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SATVS\_UL\_MGMT-4

**Error Message** %SATVS\_UL\_MGMT-4-RS\_RS\_MISMATCH: Virtual switch indicates software mismatch. Requesting download

**Explanation** Because the software running on the remote switch does not match that in the virtual switch, the proper image will be downloaded.

**Recommended Action** The image download is automatic. If it fails to complete, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-RS\_RS\_OFFLINE: Remote switch OFFLINE since RSL went down

**Explanation** The remote switch is now offline because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.

**Recommended Action** Check for the above conditions and resolve them. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_GET\_PM\_COOKIE\_FAIL: RF: Unable to get cookie for port [chars]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_MAX\_UPLINKS\_CONF: Attempt to add port [chars] to [chars] [dec] that already has [dec] uplinks to it

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_MISMATCH: Remote switch [dec] software version mismatch. Forcing download

**Explanation** Because the software that is running on the remote switch does not match the software that is running on the virtual switch, matching software will be downloaded to the remote switch.

**Recommended Action** The image download is automatic. If it fails to complete, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_OFFLINE: Remote switch [dec] OFFLINE since RSL went down

**Explanation** The remote switch is now offline because the remote switch link (RSL) went down. This condition can be caused by any of the following:

- The port channel forming the RSL was shutdown.
- All members of the port channel have been shutdown.
- The cables hooking to all members have been removed.
- The remote switch was deconfigured.
- The remote switch detected another virtual switch with a better priority value.
- The remote switch was powered off.
- The remote switch rebooted.

**Recommended Action** Check for the above conditions and resolve them. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_REG\_READ\_FAIL: Unable to read register [hex] of port [chars]

**Explanation** The virtual switch failed to read the port adapter registers to verify that RSH is enabled on them.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_RS\_CONF: Attempt to [chars]-configure [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-4-VS\_RS\_VLAN\_BLOCK: Unable to [chars] VLANs [hex] - [hex] for [chars]

**Explanation** The system could not block or unblock a range of VLANs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SATVS\_UL\_MGMT-5

**Error Message** %SATVS\_UL\_MGMT-5-RS\_ICS\_SWITCHOVER: ICS swtichover due to priority change on RSL member [chars] from Virtual Switch [enet]

**Explanation** The remote switch has detected a priority change at the virtual switches and will do an ICS switchover to a new virtual switch. All RSL members, except the one from which the priority change was detected, will be bounced to allow faster detection of this situation at the virtual switches.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RSL\_DOWN: RSL is DOWN

**Explanation** The remote switch link is down.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RSL\_UP: RSL is UP

**Explanation** The remote switch link is up.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RSL\_UP\_INV: RSL is UP. Sending inventory data

**Explanation** The remote switch link is up. The remote switch is sending inventory data to the virtual switch.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-5-RS\_RS\_ONLINE: Remote switch is ONLINE. Exporting line card data to Virtual Switch

**Explanation** The remote switch is now online. The virtual switch will now look for line cards on the remote switch and try to bring them online.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-5-VS\_RSL\_UP: RSL to Remote Switch [dec] is UP. Waiting for inventory data

**Explanation** The remote switch link is up and waiting for inventory from the remote switch.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-5-VS\_RS\_ONLINE: Remote switch [dec] ONLINE. Looking for line cards on it

**Explanation** The remote switch is now online. The virtual switch will now look for line cards on the remote switch and try to bring them online.

**Recommended Action** This is an informational message. No action is required.

## SATVS\_UL\_MGMT-6

**Error Message** %SATVS\_UL\_MGMT-6-RS\_RSL\_MEMBER\_BOUNCE: RSL member [chars] bounced due to unbundle action

**Explanation** The RSL member was bounced after it became unbundled.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-6-RS\_VS\_RSL\_BOUNCE: RSL members to the active Virtual Switch bounced as RSL went down

**Explanation** Because the remote switch link (RSL) is down, all members to the same virtual switch are bounced to allow the virtual switch to recognize the RSL down condition.

**Recommended Action** This is an informational message. No action is required.

**Error Message** %SATVS\_UL\_MGMT-6-VS\_RS\_INVALID\_RP\_SP\_SYNC\_TYPE: RP-SP sync: Received invalid sync type [hex]

**Explanation** An internal RP-SP synchronization error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_UL\_MGMT-6-VS\_RSL\_MEMBER\_BOUNCE: RSL member [chars] bounced due to unbundle action

**Explanation** The remote switch link (RSL) member was bounced after it became unbundled.

**Recommended Action** This is an informational message. No action is required.

# SATVS\_WARM\_UPGRADE Messages

This section contains satellite switch virtual switch (VS) warm upgrade messages.

## SATVS\_WARM\_UPGRADE-3

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_BAD\_SUB\_OPCODE: (WUG) Dropping bad sub opcode ([hex]) from [chars] [dec]

**Explanation** Received an invalid message from the remote switch. The message could be corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_INVALID\_EVENT: Invalid [chars] event [dec] : [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_INVALID\_QUEUE\_EVENT: Event on invalid [chars] queue [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_RESP\_FAIL: Failed sending WARM\_UPGRADE response [chars]to [chars] [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_RESP\_MEM\_FAIL: Alloc failure for WARM\_UPGRADE\_RESP to switch-id(Internal) [dec]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_SEND\_FAIL: WUG start:scp send failed

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SATVS\_WARM\_UPGRADE-3-VS\_RS\_WUG\_TEST: Test msg\_satvs\_warm\_upgrade

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SBFIFO Messages

This section contains packet first-in, first-out (FIFO) MAC controller messages.

### SBFIFO-1

**Error Message** %SBFIFO-1-BAD\_IDB: Invalid Interface Descriptor Block

**Explanation** The driver failed to get the interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %%SBFIFO-1-BAD\_PARTICLE: Problem getting particle size

**Explanation** The driver was unable to obtain the particle size for this interface.

**Recommended Action** This is a software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-BAD\_POOL: Could not init buffer pools

**Explanation** The driver failed to obtain a pool of buffers from the Cisco IOS software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-BAD\_SB\_NOMEM: [chars] - Cannot create IDB subblock due to insufficient memory

**Explanation** There was insufficient system memory to create the subblock.

**Recommended Action** The router requires more main memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-BAD\_STRUCT: Could not initialize structure

**Explanation** The driver failed to initialize a structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-BAD\_SUBBLOCK: [chars] - Could not install or use IDB subblock

**Explanation** An internal Cisco IOS error prevented the IDB subblock from being installed or used.

**Recommended Action** This is a software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-IDBTYPE\_UNK: Unknown IDBTYPE while starting driver

**Explanation** The IDBTYPE in the interface's instance structure is undefined for this driver.

**Recommended Action** This is a software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-INITFAIL\_NOMEM: [chars], initialization failed, no buffer memory

**Explanation** The Ethernet port initialization failed due to insufficient memory. The router requires more packet memory.

**Recommended Action** Consider a system upgrade. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-MODE\_INVALID: Unknown or invalid chip mode (MII/TBI)

**Explanation** The driver subblock contains an invalid or undefined chip operating mode (MII or TBI mode).

**Recommended Action** This is a software bug. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-1-RESET: MAC-FIFO Still in Reset

**Explanation** An attempt was made to access the MAC-FIFO while it was in reset.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SBFIFO-3

**Error Message** %SBFIFO-3-ERRINT: [chars], error interrupt, mac\_status = [hex]

**Explanation** The MAC-FIFO controller signalled an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SBFIFO-3-TOOBIG: [chars], packet too big ([dec]), from [enet]

**Explanation** The interface detects a packet larger than the value that is defined by MTU.

**Recommended Action** Determine the MTU setting of the other station. No action is required.

## SCCP-0

**Error Message** %SCCP-0-UNAVAILABLE: %s

**Explanation** Unrecoverable Internal Panic

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCCP-2

**Error Message** %SCCP-2-UNAVAILABLE: %s

**Explanation** Critical Conditions

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCCP-3

**Error Message** %SCCP-3-UNAVAILABLE: %s

**Explanation** Errors

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCCP-4

**Error Message** %SCCP-4-UNAVAILABLE: %s

**Explanation** Warning

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCCP-5

**Error Message** %SCCP-5-UNAVAILABLE: %s

**Explanation** Notice

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCCP-6

**Error Message** %SCCP-6-UNAVAILABLE: %s

**Explanation** Informational

**Recommended Action** LOG\_STD\_NO\_ACTION

# SCHEM Messages

This section contains scheduler messages.

## SCHEM-0

**Error Message** %SCHEM-0-UNAVAILABLE: Interrupt of level %ld running for a long time.%s

**Explanation** The indicated Interrupt Service Routine ran for more than 2 minutes without relinquishing control and so caused the system to reset

**Recommended Action** When reporting this message, copy the message text exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SCHEM-0-UNAVAILABLE: Scheduler running for a long time, more than the maximum configured (%ld) secs.%s

**Explanation** Scheduler was running for a long time and so caused the system to reset

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCHED-2

**Error Message** %SCHED-2-UNAVAILABLE: %s attempted to unlock an unlocked semaphore

**Explanation** Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to unlock a semaphore that was not locked.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: %s attempted to unlock semaphore owned by %s.

**Explanation** Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to unlock a semaphore that was not owned by the process attempting to unlock it.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: %s timer %x not being watched.

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that an attempt was made to deregister a timer expiration event that is not currently registered.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to %s attribute %s on process %d.

**Explanation** Each process has various public and private attributes associated with it. This message indicates that an attempt was made to set or get a private attribute belonging to another process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to %s unknown process attribute %d.

**Explanation** Each process has various attributes associated with it. This message indicates that an attempt was made to set or get a nonexistent process attribute.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to delete non-empty watched queue %s (address %x) .

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that an attempt was made to destroy a queue that still contained items. These items are lost and not returned to free memory.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to set %s priority on process %d (%s)

**Explanation** Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that an attempt was made to set the specified priority too high for a process using old scheduler primitives.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: Attempt to set bad %s value (%x) on process %d

**Explanation** Each process has various attributes associated with it. This message indicates that an attempt was made to set the specified attribute to an invalid value.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: Critical/high priority process %s may not dismiss.

**Explanation** Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that a higher priority process attempted to use an old scheduler primitive.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-2-UNAVAILABLE: Key (%s) does not match key (%s) of process (%d) in process\_send\_message request

**Explanation** An attempt was made to send a message to a process. The key associated with that process did not match the key in the message. This usually means an incorrect process id was used in the send message request.

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to an IOS image that did not exhibit this behavior.

## SCHED-3

**Error Message** %SCHED-3-UNAVAILABLE: %s attempted to lock a semaphore, already locked by itself

**Explanation** Some sections of code use semaphores to protect critical sections of software. This message indicates that an attempt was made to lock a semaphore that was already locked.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Illegal priority (%d) specified for process %s.

**Explanation** Each process executes at a specified priority level. Higher priority processes must use the new scheduler primitives, while lower priority processes can use primitives from either the new or old scheduler. This message indicates that an attempt was made to set the specified process to a priority level that is not allowed for the type of scheduler primitives used.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Illegal stack size (%d) specified for process %s.

**Explanation** Each process has its own stack space, which must be one of several predefined sizes. This message indicates that an attempt was made to specify an illegal stack size.

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to a previous IOS image that did not exhibit the problem.

**Error Message** %SCHED-3-UNAVAILABLE: Invalid scheduler action (%s) at interrupt level

**Explanation** This message indicates that a process\_set\_wakeup\_reasons was attempted from an interrupt handler.

**Recommended Action** If this message recurs, call your technical support representative for assistance.

**Error Message** %SCHED-3-UNAVAILABLE: Low memory modified by %s (%#x = %#x)

**Explanation** In all Cisco products, the first 256 bytes of memory are unused and are off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically check this memory. This message appears only on older platforms and indicates that this off-limits memory area was modified.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Process received unknown event (maj %x, min %x).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Process still watching %s %s

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process destroyed a set of events without first individually removing each event in the set.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Process still watching %s timer %x

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process destroyed a set of events without first individually removing each event in the set.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Process thrashing on watched %s.

**Explanation** A process can register to be notified when various events occur. This message indicates that the indicated process relinquished control 50 consecutive times and there were still outstanding events to be processed.

**Recommended Action** Copy the error message exactly as it appears, include the stack trace; and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Queue event for unknown queue (index %d).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received a queuing event for an unknown queue.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Scheduler '%s' corrupted by process %s (expected %x, found %x)

**Explanation** The scheduler has determined that its data structures were corrupted during the execution of the current process. This corruption is the result of either the actions of the process (multiple errors reported against the same process) or an interrupt driver (multiple errors reported against different processes).

**Recommended Action** This message is a sign of memory corruption. Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative. Reset the system. If this message re-occurs, revert to a previous release of IOS.

**Error Message** %SCHED-3-UNAVAILABLE: Sleep with expired managed timer %x, time %#Ta (%TE ago).

**Explanation** A process can register to be notified when various events occur. This message indicates that a registered timer has expired and its value is unchanged after the process has received control twice.

**Recommended Action** Copy the error message exactly as it appears, include the stacktrace; and report it to your technical support representative. Reset the system. If the error recurs, revert to a previous IOS image that did not exhibit the problem.

**Error Message** %SCHED-3-UNAVAILABLE: Sleep with expired timer %x, time %#Ta (%TE ago).

**Explanation** A process can register to be notified when various events occur. This message indicates that a registered timer has expired and its value is unchanged after the process has received control twice.

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Unknown message %x received (ptr arg %x, num arg %x).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received a message from another process that it does not know how to handle.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Unknown timer expiration, timer = %x, type %d.

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received a timer expiration event for an unknown timer.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SCHED-3-UNAVAILABLE: Wakeup information for process %s lost (maj %x, min %x).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that an event for the specified process was lost and that the system might not be functioning correctly.

**Recommended Action** Copy the error message text exactly as it appears; include the stack trace; and report it to your technical support representative. Reset the system.

## SCHED-4

**Error Message** %SCHED-4-UNAVAILABLE: Invalid argument (%d msec) for process\_set\_schedtime

**Explanation** This message indicates that there was an attempt to change the maximum time a process can run per scheduling to an invalid value. The value should range between 20msec to 200msec

**Recommended Action** Copy the error message exactly as it appears; include the stack trace; and report it to your technical support representative. If this message recurs, revert to an IOS image that did not exhibit this behavior.

## SCHED-7

**Error Message** %SCHED-7-UNAVAILABLE: Attempt to %s uninitialized watched %s (address %x) .

**Explanation** A processes can register to be notified when various events occur. This message indicates that an attempt was made to register for an event without first creating the data structure for that event.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCP Messages

This section contains Switch Module Configuration Protocol (SCP) messages.

### SCP-1

**Error Message** %SCP-1-TASK\_CREATE\_FAIL: Failed to create SCP Generic Unsolicited message handler task

**Explanation** The system could not spawn a process that handles certain types of incoming SCP packets. This could be due to low memory on the switch, in which case other related errors may appear.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCP-2

**Error Message** %SCP-2-NOMEM: No memory available for %s

**Explanation** The SCP protocol subsystem could not obtain the memory it needed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-2-NOTREG: Process %d(%s) not registered for SCP

**Explanation** The SCP application cannot send an SCP message because it has not registered for a SAP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-2-TOO\_MANY\_SAP: Not enough space to register process %d(%s) for SCP

**Explanation** The SCP application cannot register for a SAP because all possible numbers have been assigned.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search or resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCP-3

**Error Message** %SCP-3-ETHERTYPE\_FAIL: EtherType configuration on module [dec], port [dec], failed with return code [hex]

**Explanation** The EtherType configuration failed on the specified port. This usually means that the module hardware does not support the EtherType configuration. The return error code provides more information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search or resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-3-SCP\_FAILURE: SCP Opcode:%d Module: %d returned error 0x%x

**Explanation** Serial Control/Communications Protocol (SCP) operation performed by RP/SP to communicate with the module failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search or resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-3-SCP\_HA\_FAIL: SCP HA Seq Set - Module: [dec] failed [dec] times

**Explanation** The system did not receive the SCP HA sequence set acknowledgment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCP-4

**Error Message** %SCP-4-DACK\_TIMEOUT\_MSG: SCP delivery ack timeout for opcode=%x

**Explanation** RP didn't receive SCP delivery acks from SP even after 2 retries.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-4-GET\_PAK\_MSG: Failed for message size=%d

**Explanation** System is out of pak type buffers of required size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-4-UNK\_OPCODE: Received unknown unsolicited message from src\_addr [hex], dest\_addr [hex], length [dec], dsap [dec], ssap [dec], opcode [hex]

**Explanation** An unsupported SCP message was sent to this processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SCP-5

**Error Message** %SCP-5-ASYNC\_WATERMARK: [dec] messages pending in [chars]

**Explanation** The specified number of SCP messages are waiting in the specified local queue. This condition might indicate that the SP is generating many messages, that the SP is too busy to send them, or that the module cannot process them at a faster pace. In most cases, this condition occurs when there is heavy control plane activity, such as the formation of Layer 2 trunks, the addition of new VLANs, or the toggling of links.

**Recommended Action** Determine if the SP is busy or if there is interface link toggling. If this condition persists for more than five minutes, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCP-5-ENABLE: Module enabled [chars]

**Explanation** The supervisor engine sent a message to the router to indicate that a module has been enabled.

**Recommended Action** No action is required.

## SCPLIB Messages

**Error Message** %SCPLIB-2-NO\_JID: Could not get my job id. pid %d

**Explanation** Could not get my job id

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SCPLIB-2-SCPP\_NOT\_READY: The SCP proxy in the ios-base process is not ready. my jid/pid %d/%d

**Explanation** The SCP Proxy in the ios-base process is not ready.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SDLC Messages

This section contains Synchronous Data Link Control (SDLC) protocol messages.

### SDLC-2

**Error Message** %SDLC-2-UNAVAILABLE: %s, illegal state for addr %02x, %s(%d)

**Explanation** An internal SDLC state violation was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SDLC-2-UNAVAILABLE: AW\_SDLC\_SEC with no sdllc\_llc pointer.

**Explanation** An error condition occurred during SDLLC initiation.

**Recommended Action** No action is required. The SDLLC session will restart without operator intervention.

**Error Message** %SDLC-2-UNAVAILABLE: No memory available: %s

**Explanation** The requested operation failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## SDLC-3

**Error Message** %SDLC-3-UNAVAILABLE: %s, DLU failed to close station %02x before re-opening, %s/%s

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SDLC-3-UNAVAILABLE: %s, addr %02x, Sent SNRM, received SNRM. Check link station roles.

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SDLC-3-UNAVAILABLE: Input idb not set

**Explanation** This is a software error. A frame was given to the SDLC handler to process, but the interface on which the frame arrived is not known.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SDLC-3-UNAVAILABLE: Interface %s, NULL packet ptr, rvr %d, vs %d, vr %d

**Explanation** An internal software error occurred in the router's SDLC processing system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SDLC-4

**Error Message** %SDLC-4-UNAVAILABLE: %s, XID mismatch for %02x. CONNECTION REJECTED

**Explanation** An inbound exchange identification (XID) from a PU 2.0/PU 2.1 node was rejected. The targeted SDLC address is displayed. The XID information is displayed in a subsequent message = SDLLC-6-XID\_DISPLAY or SDLLC-6-FORMAT.

**Recommended Action** This is a security feature. Additional information is displayed to help trace the source of the rejected XID. If the message is undesirable, simply remove the XID statement from the router configuration.

**Error Message** %SDLC-4-UNAVAILABLE: %s, Received bad SDLC %sframe, address %02x, control %2X

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SDLC-4-UNAVAILABLE: %s, addr %02x received command %02x in response to SNRM, expected UA

**Explanation** The router received a frame other than a UA in response to a SNRM.

**Recommended Action** Check the end station to see if the SNA stack is up and running.

**Error Message** %SDLC-4-UNAVAILABLE: Dropped SDLC packet from SDLC hold queue

**Explanation** An SDLC frame had to be dropped from the output hold queue, usually because of excessive congestion on the output link.

**Recommended Action** If this message occurs frequently, determine why your SDLC link is being overloaded with data and resolve the cause (typically by either increasing bandwidth to your SDLC line or reducing the load on your link).

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Frame error: CF %#x, VS %d %c VR %d, Reason %#x

**Explanation** A FRMR frame was received. This can be due to a noisy serial line, an overloaded SDLC device, or corrupted data.

**Recommended Action** If this message recurs, service the serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Info field not permitted

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Invalid NR value

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, Invalid control field

**Explanation** A bad SDLC frame was received.

**Recommended Action** If this message recurs, check the SDLC serial line and the devices attached to it.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, N1 too large

**Explanation** An information frame was received from the other end of the SDLC link that was larger than allowed with the N1 parameter on this link.

**Recommended Action** Either increase the value of the N1 parameter for this interface on the router or reduce the size of the maximum information frame sent by the other end of the link.

**Error Message** %SDLC-4-UNAVAILABLE: Interface %s, ignoring group-poll mismatch, UPOLL %02x

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SDLC-4-UNAVAILABLE: SDLC\_ERROR with no poll

**Explanation** A protocol error was detected on a secondary station, but FRMR could not be sent because the station did not own the poll bit. This message indicates either poor line conditions or a faulty SDLC implementation.

**Recommended Action** If this message recurs, run traces on the SDLC line. Copy the error message exactly as it appears, and report it to your technical support representative.

## SDLC-5

**Error Message** %SDLC-5-UNAVAILABLE: Interface %s, not configured for group-poll frame, received %02x

**Explanation** An unnumbered poll (UP) was received with the wrong group poll address.

**Recommended Action** Make sure the group poll address configured on the router matches the one configured in the physical unit macro (GP3174=XX) in the Network Control Program (NCP) generate file.

## SDLC-6

**Error Message** %SDLC-6-UNAVAILABLE: sa %e da %e ss %x ds %x [%02x%02x%02x%02x]

**Explanation** This message supplies the information for the received and rejected XID.

**Recommended Action** See the SDLC-6-XID\_NOMATCH error message.

**Error Message** %SDLC-6-UNAVAILABLE: Unsupported XID format received, format %d

**Explanation** An inappropriate exchange identification (XID) format was received for this mode of SDLLC operation. Review the type of devices you are connecting with SDLLC to make sure they are supported.

**Recommended Action** See the SDLLC-6-XID\_NOMATCH error message.

## SDLLC-5

**Error Message** %SDLLC-5-UNAVAILABLE: SDLLC: %s LINK address %02x ACTIVATED: %s

**Explanation** An SDLLC media conversion session was activated.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SDLLC-5-UNAVAILABLE: SDLLC: %s LINK address %02x DEACTIVATED: %s

**Explanation** An SDLLC media conversion session was deactivated. If deactivation is a result of an error condition, this message will include a reason.

**Recommended Action** If the message does not include a description of an error, the deactivation was normal and the message is for information only. If the message does include a description of an error, begin problem analysis. Determine whether session loss is related to LLC2 timers by issuing the debug llc2-err command. If the problem is related to LLC2 timers, consider using SDLLC with the local acknowledgment feature. Copy the error message exactly as it appears, and report it to your technical support representative.

## SDM Messages

This section contains Security Device Manager (SDM) template messages.

## SDM-6

**Error Message** %SDM-6-MISMATCH\_ADVISE: [chars]

**Explanation** This message provides information regarding an SDM mismatch.

**Recommended Action** No action is required.

## SEC\_LOGIN Messages

This section contains Secure Login messages.

### SEC\_LOGIN-1

**Error Message** %SEC\_LOGIN-1-QUIET\_MODE\_ON: Still timeleft for watching failures is [int] secs, [user: [chars]] [Source: [IP\_address]] [localport: [int]] [Reason: [chars]] [ACL: [chars]] at [chars]

**Explanation** Quiet mode is now on. No request for connections are now accepted other than those allowed by the ACL, if the ACL is configured for the blocking period. An implicit deny all of any logins will be in effect.

**Recommended Action** Because all requests from other sources are blocked, check the ACL and add any source addresses as necessary.

### SEC-2

**Error Message** %SEC-2-UNAVAILABLE: Box secured, no option on internal packet

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SEC-2-UNAVAILABLE: First opt in tcb not BASIC security

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %SEC-2-UNAVAILABLE: Security opt in tcb not SECINSERT

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SEC\_LOGIN-3

**Error Message** %SEC-3-UNAVAILABLE: No default for NLESO defined

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SEC\_LOGIN-4

**Error Message** %SEC\_LOGIN-4-25: Login failed [user: [chars]] [Source: [IP\_address]] [localport: [int]] [Reason: [chars]] at [chars]

**Explanation** A user name or password is invalid.

**Recommended Action** Specify a valid user name or password.

## SEC\_LOGIN-5

**Error Message** %SEC\_LOGIN-5-LOGIN\_SUCCESS: Login Success [user: [chars]] [Source: [IP\_address]] [localport: [int]] at [chars]

**Explanation** Login has succeeded.

**Recommended Action** No action is required.

**Error Message** %SEC\_LOGIN-5-QUIET\_MODE\_OFF: Quiet Mode is OFF, because [chars] at [chars]

**Explanation** Quiet mode is now off. The router is now operating in normal connection processing mode. The reason for the change is specified in the message text.

**Recommended Action** No action is required.

## SEC-6

**Error Message** %SEC-6-UNAVAILABLE: access-list logging rate-limited or missed %d packet%s

**Explanation** Some packet matching logs were missed because the access list log messages were rate-limited or no access list log buffers were available.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %d %i %s- %i, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %i %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %s %i %s- %i (%d/%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %s %i %s- %i, %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SEC-6-UNAVAILABLE: list %s %s %s %i(%d) %s- %i(%d), %d packet%s

**Explanation** A packet matching the log criteria for the given access list was detected.

**Recommended Action** LOG\_STD\_NO\_ACTION

## SEP-3

**Error Message** %SEP-3-UNAVAILABLE: %s

**Explanation** Sep subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact Technical support for problem resolution. In the absence of IOS errors upgrading the memory in the network device may be required.

## SERIAL-0

**Error Message** %SERIAL-0-UNAVAILABLE: %s (slot %d) %s %d

**Explanation** A very high rate of bad packets were received on the specified port. This can happen due to port mis-configuration - specially for mis-matched DSU subrates (most common with Kentrox). The port is shutdown for this reason so that the line card is not overwhelmed with these bad packets.

**Recommended Action** Verify that the configuration is correct and matching on both ends of the connection. These include clock source (one end line, other internal), DSU (mode and subrate), encapsulation. Also verify the physical condition on the line (run BERT or other tests), signal strength, cable length.

**Error Message** %SERIAL-0-UNAVAILABLE: %s HW DLLS failed to lock in linecard at slot %d

**Explanation** The DS3 line card could not initialize. The line card is deactivated

**Recommended Action** Try to reactivate the line card using the hw-module slot slot-number start command. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show tech-support output, contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-0-UNAVAILABLE: %s Linecard local processor at slot %d failed to boot

**Explanation** The DS3 line card local processor boot code did not initialize properly. The line card will be deactivated. This error indicates a line card hardware failure

**Recommended Action** Enter the hw-module slot slot-number start command to try and reactivate the card. If the line card does not recover from the error, copy the error message exactly as it appears on the console or in the system log. Enter the show tech-support command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-0-UNAVAILABLE: %s initialization failure for slot %d, %s

**Explanation** The DS3 line card driver has failed to initialize properly. This indicates a software initialization issue. The line card is deactivated

**Recommended Action** Try to reactivate the line card using the hw-module slot slot-number start command. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show diag slot-number output, contact your Cisco technical support representative with the gathered information.

## SERIAL-1

**Error Message** %SERIAL-1-UNAVAILABLE: %s (slot %d) %s Allocation failure.

**Explanation** The DS3 driver data structure could not be allocated during line card initialization. This condition occurs when the system is running low on memory because of a misconfiguration or because the memory installed in the system is not large enough to meet the demands of different applications in high traffic conditions. The line card is deactivated on this error.

**Recommended Action** Try to reactivate the line card using the hw-module slot slot-number start command. If the error recurs, check the system configuration for the amount of Route Processor-switched traffic. A large amount of Route Processor switched traffic can cause this error, so reconfigure the system for less Route Process switched traffic if possible. If the amount of installed memory can be upgraded, consider upgrading main memory by removing and replacing the SDRAM SODIMM. If the problem persists, collect the show tech-support command output and the error message exactly as it appears on the console and contact your Cisco technical support representative

**Error Message** %SERIAL-1-UNAVAILABLE: %s line card firmware in slot %d crashed

**Explanation** DS3 linecard firmware crashed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SERIAL-3

**Error Message** %SERIAL-3-UNAVAILABLE: %s %d/%d%s hardware IDB is missing

**Explanation** DS3 port hardware IDB is missing

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and call your Cisco technical support representative.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s %s%s. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A hardware race condition, which occurs when access to shared memory is not properly synchronized, has occurred. The linecard has been deactivated and an automatic recovery has been initiated. If the error occurs more than five times within an hour, the line card will not be reactivated

**Recommended Action** The linecard can be reactivated manually using the hw-module slot slot-number start command if it has been deactivated after five failures. If the error persists, copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s. %s, port %d (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** The High-Level Data Link Control (HDLC) engine inside the HDLC ASIC on the line card detected unrecoverable errors. The line card is deactivated and then an automatic recovery is initiated. If this error occurs more than five times within an hour, the line card is deactivated

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log, enter the show version and show diag slot-number commands to gather additional data, and contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the IOS version.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s. %s=0x%x%s. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A parity error occurred in the HDLC engine SRAM memory. The source of the problem is a hardware failure. The line card has been deactivated and automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation will not occur after the fifth reactivation and the line card will remain deactivated

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information for a replacement of the line card.

**Error Message** %SERIAL-3-UNAVAILABLE: %s (slot %d) %s HDLC, %s. BMA\_DATA[3:0]=0x%x. (src=0x%x, det1=0x%x, det2=0x%x)

**Explanation** A parity error occurred on the High-Level Data Link Control Broadcast Multi-Access (HDLC BMA) engine data bus. The line card has been deactivated and subsequently reactivated. If the error occurs more than five times within an hour, the line card will not be reactivated. This message is likely due to a hardware failure

**Recommended Action** If the line card has been deactivated, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data that may help identify the nature of the error, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s Corrupt configuration, unsupported %s (%u) encountered

**Explanation** The running configuration for the DS3 line card is corrupted. The DS3 driver data structures which store snapshots of interface configurations are corrupted or are not correctly updated with the corresponding interface configurations in NVRAM. This problem is caused by a software caveat

**Recommended Action** Attempt a graceful OIR of the line card by removing and reinserting the line card into the same slot or into another slot. A graceful OIR can also be performed by entering the hw-module slot slot-number stop command followed by the hw-module slot slot-number start command. If the problem persists, copy the error message exactly as it appears on the console or in the system log, enter the show tech-support command to gather additional data, and contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s DS3 LC(slot %d), %s

**Explanation** An informational message has been sent from the DS3 line card firmware to the system main processor on the NSE

**Recommended Action** None. Just an informational message from firmware.

**Error Message** %SERIAL-3-UNAVAILABLE: %s Interface %s received an unknown far end request (%u)

**Explanation** The DS3 driver received an unknown FEAC code from the far end of the link. The request has been ignored. This is not a catastrophic condition

**Recommended Action** Check the configurations at both ends of the connection. If the configuration appears correct, copy the error message exactly as it appears on the console or in the system log. Enter the show controller serial slot-number/port-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show controller serial slot-number/port-number output, contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s Loss of keepalives from linecard in slot %d

**Explanation** The system main processor is not receiving keepalive messages from the line card local processor. The source of the problem could be a line card hardware failure or a software failure. The line card has been deactivated and will be automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation will not occur and the line card will remain deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log, enter the show version and show diag slot-number commands to gather additional data, and contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the IOS version

**Error Message** %SERIAL-3-UNAVAILABLE: %s Slot %d: %s

**Explanation** A daughter card was detected in the line card in the specified slot. The line card has been disabled since the daughter card is not supported. If the message appears even though no daughter card is present on the line card, an I2C bus access failure has occurred on the line card

**Recommended Action** Remove the line card and inspect it for any daughter card. If present, unmount the daughter card from the line card. After removing the daughter card, or if no daughter card was found, reinsert the line card. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the show tech-support command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard boot code in slot %d crashed, reason: %s (0x%x)

**Explanation** The DS3 line card local processor boot code crashed. This error message indicates a line card hardware failure. The line card will be deactivated.

**Recommended Action** Manually attempt to activate the line card using the hw-module slot slot-number start command and check if the linecard recovers from the error. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard boot code in slot %d not ready for firmware download, boot code status 0x%x

**Explanation** The DS3 line card boot code did not initialize properly. This error message indicates a line card hardware failure. The line card will be deactivated

**Recommended Action** Manually attempt to initialize the line card using the hw-module slot slot-number start command and check if the linecard recovers from the error. If the error persists, copy the error message exactly as it appears on the console or in the system log, enter the show diag slot-number command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard in slot %d firmware download failed

**Explanation** The DS3 firmware download from the system main processor on the NSE to the line card local processor memory failed

**Recommended Action** This error, if not preceded by a firmware checksum failed error, indicates a software failure. Copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show diag slot-number output, contact your Cisco technical support representative with the gathered information

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard in slot %d firmware integrity check failed. (section: %d, expected checksum: 0x%x, calculated checksum: 0x%x)

**Explanation** The DS3 line card local processor firmware crashed. The line card will be restarted after the firmware crash. If the firmware crashes more than five times consecutively, the line card will not reactivate after the fifth crash.

**Recommended Action** A line card firmware failure has occurred. Copy the error message exactly as it appears on the console or in the system log. Enter the show diag slot-number command to gather additional data that may help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the show diag slot-number output, contact your Cisco technical support representative with the gathered information.

**Error Message** %SERIAL-3-UNAVAILABLE: %s linecard in slot %d firmware ipc initialization failed

**Explanation** The Cisco IPC module in the DS3 linecard local processor firmware failed to complete a successful initialization. The source of the problem could be a line card hardware failure or a software failure. The line card has been deactivated and will be automatically reactivated. If this error occurs more than five times in an hour, the automatic reactivation will not occur and the line card will remain deactivated.

**Recommended Action** If the line card is no longer automatically reactivating, copy the error message exactly as it appears on the console or in the system log and enter the show version, show diag slot-number, show ipc status, and show ipc port commands to gather additional data. Contact your Cisco technical support representative with the gathered information to determine whether to replace the line card or upgrade the IOS.

## SERIAL-4

**Error Message** %SERIAL-4-UNAVAILABLE: %s %d/%d%s parameter value is unknown

**Explanation** The IPC command parameter is unknown and the corresponding IPC message has been dropped. This is an informational message.

**Recommended Action** Check the release notes for your IOS version to see if this is associated with a documented caveat. If not, copy the error message exactly as it appears on the console or in the system log, gather the show tech-support command output, and contact your Cisco technical support representative with the gathered information.

## SERIAL-5

**Error Message** %SERIAL-5-UNAVAILABLE: %s Interface %s %s far end request of type (%s)

**Explanation** The DS3 driver received and processed a known far end request.

**Recommended Action** None. The purpose of this message is to provide notification that a known request was received from the far end of the link and was processed successfully.

**Error Message** %SERIAL-5-UNAVAILABLE: Interface %s, BERT %s

**Explanation** The DS3 driver processed a BERT task.

**Recommended Action** None, this is just a notification upon completion of a BERT task.

## SERIAL\_12IN1-1

**Error Message** %SERIAL\_12IN1-1-UNAVAILABLE: %s:Link has been brought %s due to clock rate change, threshold configured = %u, received clock rate = %u

**Explanation** The received clock rate is changed from below the threshold configured to above or vice versa..

**Recommended Action** Check the received clock rate from the provider end and the clockrate threshold configuration, if the clock rate goes below the threshold configured, interface is brought down

**Recommended Action**

## SERIAL\_12IN-3

**Error Message** %SERIAL\_12IN1-3-UNAVAILABLE: %s: A software error was encountered at %s: %s

**Explanation** The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %SERIAL\_12IN1-3-UNAVAILABLE: %s: A software error was encountered at %s: %s 0x%x

**Explanation** The SPA driver detected a software error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a software error. Please power down and reseal the indicated SPA card. Copy the error message exactly as it appears and open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %SERIAL\_12IN1-3-UNAVAILABLE: SPA %d/%d: %s was encountered.

**Explanation** The SPA driver detected a Hardware error condition on the SPA card. This might result in improper operation.

**Recommended Action** The SPA driver has encountered a Hardware error on the SPA's SPI4 bus. Please power down and reseal the indicated SPA card. If the condition persists, copy the error message exactly as it appears. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

## SERVER\_CLOCK\_SYNC-3

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: bad request - %s - from client - %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: cannot create port %s due to %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: cannot open port %s due to %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: cannot register port %s due to %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: could not locate port %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: list creation failure

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SERVER\_CLOCK\_SYNC-3-UNAVAILABLE: watched boolean creation failure.  
bool %s

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it exactly as it appears and report it to your technical support representative.

## SERVICE\_MODULE-0

**Error Message** %SERVICE\_MODULE-0-UNAVAILABLE: Unit %s - failed to create data structures used for module-access

**Explanation** The CSU/DSU driver failed to allocate memory for its data structures. This is a catastrophic error. The system has crashed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-0-UNAVAILABLE: Unit %s - failed to download properly

**Explanation** The CSU/DSU driver detected a checksum error while downloading WIC firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## SERVICE\_MODULE-3

**Error Message** %SERVICE\_MODULE-3-UNAVAILABLE: Unit %s - WARNING - Loopdown of remote unit failed

**Explanation** A remote CSU is looping pings/test patterns back to the system. This error could be triggered if the user disabled loopbacks on the remote CSU after placing the remote CSU into remote loopback.

**Recommended Action** Execute a clear command on the remote CSU.

## SERVICE\_MODULE-4

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - Could not access alarm status - disabling alarm processing

**Explanation** The system issued an alarm interrupt, but could not read the alarm status register from the module. This caused the system to disable alarm processing.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - failed to create reset process - non-default module configuration may be lost

**Explanation** To execute a reset, the Cisco IOS software needs to initiate a separate process. The Cisco IOS software did not have sufficient memory to create this separate process. The module came up in an initialized state with the default configuration. The user defined configuration may have been lost.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - giving up after %d repeated resets couldn't bring module up again

**Explanation** The software issued several clear service-module requests to the module. The module did not respond to these requests.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - module request overload - lock access timeout

**Explanation** The system employs a Cisco IOS scheduler semaphore object to ensure mutually exclusive access across software threads to the CSU/DSU. This message indicates that a thread had to wait for more than 5 seconds on this semaphore.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - reports incompatible module type %d against router hw detect

**Explanation** A register read request returned an identity for a module which was not the same as the identity reported by the router hardware pinout.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - router image older than module version - access errors may be seen

**Explanation** The Cisco IOS software image does not recognize the PROM software version number on the module. The system displays this message if the PROM has been upgraded to a new version but the Cisco IOS software image has not been upgraded.

**Recommended Action** Upgrade the Cisco IOS software image.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s - timed out while %s byte %d of %d length register %d

**Explanation** The module took more than two seconds to respond between bytes.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s not ready for next command

**Explanation** The module was waiting for the current request to be processed before sending the next request. The current request has been in progress for more than 3 seconds.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s not ready for register access

**Explanation** The module was waiting for a ready status before executing a read/write request. The system reported a not ready status for 5 seconds. This caused the module to terminate the read/write request.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s not ready/responding after register %d access command issued

**Explanation** The system did not receive a ready signal within the allotted time after writing to the command register.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s reports register access error - %s

**Explanation** This message indicates that the T1 module supplied a bad register address. It might be due to having a new version of the module operating with an old Cisco IOS software image.

**Recommended Action** Update the Cisco IOS software image on the system. If this does not solve the problem, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-4-UNAVAILABLE: Unit %s reports unknown network alarms - alarm status reg = %x

**Explanation** A recent version of the module operating with an old Cisco IOS software image did not recognize an alarm condition.

**Recommended Action** Update the Cisco IOS software image on the system. If this does not solve the problem, copy the error message exactly as it appears and report it to your technical support representative.

## SERVICE\_MODULE-5

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Reset of Unit %s issued

**Explanation** This message indicates that the module was reset.

**Recommended Action** No action is required.

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Unit %s - Loopup of remote unit failed

**Explanation** This notification message indicates that the loopback on the remote unit failed. The failure may indicate that the network connection is broken or that loopbacks are disabled at the other side.

**Recommended Action** Check that the router is connected to the network. Enable loopbacks on the remote unit. If the problem persists, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Unit %s - Remote loopback test cancelled

**Explanation** A hardware or software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative for assistance.

**Error Message** %SERVICE\_MODULE-5-UNAVAILABLE: Unit %s - Remote unit placed in loopback

**Explanation** This notification message indicates that the user executed a loopback command on the remote unit. The remote unit is now in loopback.

**Recommended Action** No action is required.

# SFF8472 Messages

This section contains floating-point subsystem (SFF8472) messages.

## SFF8472-2

**Error Message** %SFF8472-2-NOMEM: Not enough memory available for [chars]

**Explanation** The SFF8472 subsystem could not obtain the memory it needed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SFF8472-3

**Error Message** %SFF8472-3-INTERNAL\_ERROR: [chars]

**Explanation** The SFF8472 subsystem encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %%SFF8472-3-READ\_ERROR: [chars]

**Explanation** There was an error reading digital optical monitoring information from the transceiver at the specified interface.

**Recommended Action** Try removing and reinserting the transceiver. If the error remains, replace the transceiver.

**Error Message** %SFF8472-3-THRESHOLD\_VIOLATION: [chars]: [chars]; Operating value: [chars], Threshold value: [chars].

**Explanation** There has been a threshold violation as specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj [hex], min [hex]).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SFP Messages

This section contains Small Form-Factor Pluggable (SFP) module messages.

### SFP-3

**Error Message** %SFP-3-EEPROM\_DUP\_ERR: SFP on ports [chars] and [chars] have duplicate serial numbers

**Explanation** The GBIC or SFP was identified as a Cisco GBIC, but its vendor ID and serial number match those of another GBIC on the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SFP-4

**Error Message** %SFP-4-EEPROM\_CRC\_ERR: EEPROM checksum error for SFP in [chars]

**Explanation** The SFP in the port specified in the message text contains invalid EEPROM data.

**Recommended Action** Remove the SFP from the specified port.

**Error Message** %SFP-4-EEPROM\_READ\_ERR: Error in reading SFP serial ID in [chars]

**Explanation** An error occurred while the SFP type was being read from the EEPROM.

**Recommended Action** Remove the SFP from the port that reported the error.

**Error Message** %SFP-4-EEPROM\_SECURITY\_ERR: SFP in [chars] failed security check

**Explanation** The SFP in the port specified in the message text contains invalid EEPROM data.

**Recommended Action** Remove the SFP from the port that reported the error.

## SFP\_SECURITY Messages

This section contains Small Form-Factor Pluggable (SFP) module security check messages.

### SFP\_SECURITY-4

**Error Message** %SFP\_SECURITY-4-DUPLICATE\_SN: SFP interface [chars] has the same serial number as another SFP interface

**Explanation** The SFP was identified as a Cisco SFP, but its serial number matches that of another interface on the system. Cisco SFPs are assigned unique serial numbers.

**Recommended Action** Verify that the SFP was obtained from Cisco or from a supported vendor.

**Error Message** %SFP\_SECURITY-4-ID\_MISMATCH: Identification check failed for SFP interface [chars]

**Explanation** The SFP was identified as a Cisco SFP, but the system was unable to verify its identity.

**Recommended Action** Check the list of supported SFPs for this version of the system software. An upgrade may be required for newer SFPs. If this does not fix the problem, verify that the SFP was obtained from Cisco or from a supported vendor.

**Error Message** %SFP\_SECURITY-4-SFP\_INTERR: Internal error occurred in setup for SFP interface [chars]

**Explanation** The system was unable to allocate resources or encountered some other problem while attempting to set up the specified SFP interface.

**Recommended Action** Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SFP\_SECURITY-4-UNRECOGNIZED\_VENDOR: SFP interface [chars] manufactured by an unrecognized vendor

**Explanation** The SFP was identified as a Cisco SFP, but the system was unable to match its manufacturer with one on the known list of Cisco SFP vendors.

**Recommended Action** Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs.

**Error Message** %SFP\_SECURITY-4-VN\_DATA\_CRC\_ERROR: SFP interface [chars] has bad crc

**Explanation** The SFP was identified as a Cisco SFP, but it does not have a valid CRC in the EEPROM data.

**Recommended Action** Check the list of supported SFPs for this version of the system software. A software upgrade may be required for newer SFPs. Even if the system could not recognize the SFP, it may still operate properly, but might perform with limited functionality.

# SFF Messages

**Error Message** %SFF8472-2-NOMEM: Not enough memory available for %s

**Explanation** The sff8472 subsystem could not obtain the memory it needed.

**Recommended Action** Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SFF8472-3-INTERNAL\_ERROR: %s

**Explanation** The SFF8472 subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SFF8472-3-READ\_ERROR: %s

**Explanation** There was an error reading digital optical monitoring information from the transceiver at the specified interface.

**Recommended Action** Please try removing and reinserting the transceiver. If it still does not work, please replace the transceiver.

**Error Message** %SFF8472-3-THRESHOLD\_VIOLATION: %s: %s; Operating value: %s, Threshold value: %s.

**Explanation** There has been a threshold violation as specified in the message.

**Recommended Action** Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SFF8472-3-UNEXPECTEDEVENT: Process received unknown event (maj %x, min %x).

**Explanation** A process can register to be notified when various events occur in the router. This message indicates that a process received an event it did not know how to handle.

**Recommended Action** Reload the system. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SGBP Messages

This section contains Stack Group Bidding Protocol (SGBP) messages.

### SGBP-1

**Error Message** %SGBP-1-AUTHFAILED: Member [chars] failed authentication

**Explanation** This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that an attempted peer connection ended in authentication failure. A peer may be misconfigured, or this could indicate an attempted security breach.

**Recommended Action** Check if the peer is correctly configured. If there is a chance your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %SGBP-1-DIFFERENT: Rcv [chars]'s addr [IP\_address] is different from the hello's addr [IP\_address]

**Explanation** The internally-configured address for an SGBP member does not match the address of the host that tried to authenticate as that member. The configuration is incorrect on either this system or the other member - they must agree.

**Recommended Action** Determine which configuration is in error and fix it.

**Error Message** %SGBP-1-DUPLICATE: Rcv Duplicate bundle [chars] is found on member [chars]

**Explanation** This message is generated only when SGBP hellos or errors debugging is enabled. This indicates that a duplicate bundle was received from the same peer more than once. The duplicate was discarded.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support

**Error Message** %SGBP-1-MISSCONF: Possible misconfigured member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos or error debugging is enabled. This indicates a configuration error. Either this router has an incorrect IP address listed for the peer or the peer is using an incorrect IP address.

**Recommended Action** Find and correct the configuraton error.

**Error Message** %SGBP-1-UNKNOWNHELLO: Rcv Hello message from non-group member using [IP\_address]

**Explanation** This message is generated only when SGBP hellos or error debugging is enabled. An SGBP Hello message was received from a host that is not a member of the SGBP group, and discarded.

**Recommended Action** This is a configuration error. Either that host should be listed in this router's configuration as a member (if that is actually true) or the other host is misconfigured to attempt to join this group.

## SGBP-3

**Error Message** %SGBP-3-INVALID: MQ message with [chars]

**Explanation** This message is generated only when SGBP error debugging is enabled. An invalid message was received and discarded.

**Recommended Action** This probably indicates an error in network media or a peer which is generating erroneous packets.

**Error Message** %SGBP-3-INVALIDADDR: Stack group [chars] IP address [IP\_address]

**Explanation** The current configuration does not allow a local IP address to be configured using **sgbp member** . Any local address is automatically removed from the SGBP group.

**Recommended Action** Do not configure **sgbp member** using a local IP address.

**Error Message** %SGBP-3-INVALIDB: [chars] for bundle '[chars]' -- [chars]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SGBP-3-INVFIELD: [chars] field type [hex] has [chars] [dec] (expected [dec])

**Explanation** This message indicates that an SGBP request from a peer contained invalid or corrupt data.

**Recommended Action** Check the peer equipment or network media for any problems.

**Error Message** %SGBP-3-PEERERROR: Peer [IP\_address] [chars] during 'PB [chars]' state for bundle [chars]

**Explanation** An internal software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SGBP-3-TIMEOUT: Peer [IP\_address] bidding; state 'PB [chars]' deleted

**Explanation** This message is generated only when SGBP event debugging is enabled. It indicates that a peer timed out while closing a query. The connection has been dropped.

**Recommended Action** Check the peer equipment and network media for problems.

**Error Message** %SGBP-3-UNEXP: MQ [chars] from [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], state [chars]

**Explanation** This message is generated only when SGBP error debugging is enabled. The SGBP connection has entered an unexpected state, possibly due to a software error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %SGBP-3-UNKNOWN: [IP\_address] not known

**Explanation** This message is generated only when SGBP error debugging is enabled. An SGBP connection was attempted by a host which was not recognized as a peer. The connection was not accepted.

**Recommended Action** Depending on the network topology and firewalling, SGBP connection attempts from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %SGBP-3-UNKNOWNEVENT: Event [hex] from peer at [IP\_address]

**Explanation** This message is generated only when SGBP error debugging is enabled. An invalid event occurred, which probably indicates an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SGBP-3-UNKNOWNPEER: Event [hex] from peer at [IP\_address]

**Explanation** This message is generated only when SGBP error debugging is enabled. An SGBP event came from a network host which was not recognizable as an SGBP peer. The event was discarded.

**Recommended Action** Check if a network media error could have corrupted the address, or if peer equipment is malfunctioning to generate corrupted packets. Depending on the network topology and firewalling, SGBP packets from a non-peer host could indicate probing and attempts to breach security. If there is a chance your network is under attack, obtain knowledgeable assistance. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## SGBP-5

**Error Message** %SGBP-5-ARRIVING: New peer event for member [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An SGBP peer joined the group.

**Recommended Action** No action is required.

**Error Message** %SGBP-5-LEAVING: Member [chars] leaving group [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An SGBP peer has left the group.

**Recommended Action** No action is required.

**Error Message** %SGBP-5-SHUTDOWN: [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. A process involved in SGBP was terminated upon completion of its work.

**Recommended Action** No action is required.

**Error Message** %SGBP-5-STARTUP: [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An process involved in SGBP was started.

**Recommended Action** No action is required.

## SGBP-7

**Error Message** %SGBP-7-ACTIVE: Member [chars] State - Active

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. This indicates that a link to another SGBP member has completed the interactions to set it up and is now entering the active state.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-AUTHOK: Member [chars] State - AuthOK

**Explanation** This message is generated only when SGBP errors or events debugging is enabled. A message was received from another SGBP member indicating that an authentication attempt to that member succeeded.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CANCEL: Local query #[dec]:[dec] for bundle [chars]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CHALLENGE: Send Hello Challenge to [chars] group [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was sent to a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CHALLENGED: Rcv Hello Challenge message from member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that an authentication challenge was received from a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-CLOSE: Closing pipe for member [chars]

**Explanation** This message is generated only when SGBP event debugging is enabled. An interprocess communication link was closed.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-DONE: Query #[dec] for bundle [chars], count [dec], master is [chars]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-DUPL: Duplicate local query #[dec] for [chars], count [dec], ourbid [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-EQUAL: [dec] equal highest bids, randomly select bid# [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-HANGUP: I am a forward-only member, can't forward bundle [chars], hangup

**Explanation** This message is generated only when SGBP query, event and/or error debugging is enabled. This indicates a routine change of role for the router in its SGBP interactions with its peers.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-KEEPALIVE: Sending Keepalive to [chars], retry=[dec]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that a keepalive message was sent to an SGBP member.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-KEEPALIVE\_TIMEOUT: Keepalive timeout on [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that keepalive messages were not answered so the pipe to an SGBP member has been closed.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-MQ: [chars] ([hex]) for query [dec]:[dec], bundle [chars], bid [dec], len [dec]

**Explanation** This message is generated only when SGBP error debugging is enabled. This message indicates that an SGBP query has been received.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-MQB: Bundle: [chars]State: [chars]OurBid: [dec]

**Explanation** This message is part of a list of debug states displayed at the request of the operator.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-NEWL: Local query #[dec] for [chars], count [dec], ourbid [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-NEWP: Peer query #[dec] for [chars], count [dec], peerbid [dec], ourbid [dec]

**Explanation** This message is generated only when SGBP query debugging is enabled. It provides information about queries in progress.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-NORESP: Failed to respond to [chars] group [chars], may not have password

**Explanation** An authentication challenge was received but there was no information available to respond to it. This probably indicates a configuration error, a missing password.

**Recommended Action** Refer to the documentation to configure a username with the same name as the SGBP group.

**Error Message** %SGBP-7-PB: [IP\_address]State: [chars]Bid: [dec] Retry: [dec]

**Explanation** This message is part of a list of debug states displayed at the request of the operator.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RCVD: MQ [chars] from [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars]

**Explanation** This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was received.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RCVINFO: Received Info Addr = [IP\_address] Reference = [hex]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that data was received by a listener process.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RESPONSE: Send Hello Response to [chars] group [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was sent to a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-RESPONSED: Rcv Hello Response message from member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. This indicates that a response to an authentication challenge was received from a peer.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-SENDAUTHOK: Send Hello Authentication OK to member [chars] using [IP\_address]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. A message was sent or re-sent to another SGBP member indicating that an authentication attempt from that member succeeded.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-SENDINFO: Send Info Addr to [chars]

**Explanation** This message is generated only when SGBP hellos debugging is enabled. It indicates that data was sent by the listener process in response to received data.

**Recommended Action** No action is required.

**Error Message** %SGBP-7-SENT: MQ [chars] to [IP\_address] for query [dec]:[dec], bundle [chars], bid [dec], prot[chars], len [dec]

**Explanation** This message is generated only when SGBP message debugging is enabled. It indicates that an SGBP packet was sent.

**Recommended Action** No action is required.

## SGCP-2

**Error Message** %SGCP-2-UNAVAILABLE: %s

**Explanation** The SGCP subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SGCP-3

**Error Message** %SGCP-3-UNAVAILABLE: %s

**Explanation** The SGCP subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SGCP-4

**Error Message** %SGCP-4-UNAVAILABLE: %s

**Explanation** The SGCP subsystem encountered an internal software error. The error message contains text which can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SGCP\_APP-6

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Cannot create SGCP application process

**Explanation** Failed to create the SGCP application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to create DNS message watched queue

**Explanation** Failed to create DNS message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to create call record database

**Explanation** Failed to create call record database.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to create digit map database

**Explanation** Failed to create endpoint database.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SGCP\_APP-6-UNAVAILABLE: Failed to open UDP port for SGCP. IP Address is not configured or UDP port (2427) already in use.

**Explanation** Failed to open UDP port for the SGCP process. IP Address not configured or UDP port (2427) already in use.

**Recommended Action** Check if IP Address is configured and if any other application use the same UDP port number (2427).

## SGPM Messages

This section contains SG Policy Manager messages.

### SGPM-3

**Error Message** %SGPM-3-POLICY\_CTX\_POISONED: Policy context %X has bad magic, %X.

**Explanation** The magic number in the policy context is wrong.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SGPM-3-POLICY\_INCOMPLETE\_RULE: Subscriber policy rule (%s), event (%s) is missing a mandatory action for service (%s); automatically adding.

**Explanation** The subscriber policy rule was missing a mandatory action. The missing action will be automatically added.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SHELF-3

**Error Message** %SHELF-3-UNAVAILABLE: socket open failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SHELF-5

**Error Message** %SHELF-5-UNAVAILABLE: MD5 digest does not match, SDP packet received from, %i rejected

**Explanation** A SDP hello packet was received from shelf, which is not trusted.

**Recommended Action** Either specify the correct SDP password and/or destination on the shelf from which this message was received

## SHELF-6

**Error Message** %SHELF-6-UNAVAILABLE: Configured via system controller located at %i

**Explanation** This is an informational message only. Configuration information was received from a system controller.

**Recommended Action** Informational messages can be disabled by changing logging level.

**Error Message** %SHELF-6-UNAVAILABLE: Shelf hello process has been stopped.

**Explanation** This is an informational message only. An internal system controller process completed its work.

**Recommended Action** Informational messages can be disabled by changing logging level.

**Error Message** %SHELF-6-UNAVAILABLE: Shelf hello process has started.

**Explanation** This is an informational message only. An internal system controller process was started.

**Recommended Action** Informational messages can be disabled by changing logging level.

## SHMINFO-3

**Error Message** %SHMINFO-3-UNAVAILABLE: API called illegally from interrupt context.

**Explanation** An application has made a Shared Information Utility API call from interrupt context and this is not supported

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Attempting to access shared resource without mutex

**Explanation** An internal data structure was accessed without obtaining the required mutex lock. This is a code defect with no workaround.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Data commit failed, %s

**Explanation** A commit of a new view of a dataset was attempted but failed.

**Recommended Action** Show siu all. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you show message type still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Group commit enable failed since not previously disabled

**Explanation** An attempt was made to enable commit for a group but failed since it was not previously disabled.

**Recommended Action** Show siu all. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you show message type still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Invalid %s parameter passed into API call

**Explanation** An application has made a Shared Information Utility API call with an invalid input parameter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Lock of latest version of dataset %s failed due to %s, error %d

**Explanation** A failed attempt was made by infrastructure to lock on to the latest available version of data for this dataset. There is no known workaround

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Unlock of latest version of dataset %s failed, addr %#x, error %d

**Explanation** A failed attempt was made by infrastructure to unlock the latest available version of data for this dataset. There is no known workaround

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMINFO-3-UNAVAILABLE: Write operation denied due to read only access

**Explanation** An application has made a Shared Information Utility API call which required write access, but the dataset has been registered for read only access.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SHMWIN Messages

This section contains shared memory messages.

### SHMWIN-6

**Error Message** %SHMWIN-6-ALLOC\_FAILURE: Insufficient memory

**Explanation** There was a failure while returning physical memory to the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-CORE\_NOT\_ENABLED: In function [chars] The core has not been enabled to get more physical memory

**Explanation** The core has not been enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-EXCEEDED\_MAX\_SIZE: In function [chars] The requested memory size exceeded the window size

**Explanation** The memory requested in this window exceeded the window size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-EXCEEDED\_MAX\_USERS: In function [chars] The maximum number of users for a shared window has been exceeded

**Explanation** The maximum number of users for a shared window has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-3-FREE\_FAILURE: Failure while freeing memory in function [chars]

**Explanation** An attempt was made to free memory that has already been freed or is not within the address space of the current process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-INCONSISTENCY: Inconsistent state in window

**Explanation** Inconsistent state in window.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-INVALID\_ARGS: One or more invalid arguments have been passed to the function [chars]

**Explanation** One or more invalid arguments have been passed to the shared memory APIs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-INVALID\_PARAM: An invalid parameter has been passed to the function [chars]

**Explanation** One or more invalid parameters have been passed to the shared memory APIs.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-MAX\_WINDOWS\_EXCEEDED: In function [chars] process has exceeded the maximum number of windows that can be opened by it

**Explanation** The process has exceeded the maximum number of windows that can be opened by a process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-MEM\_COLLISION: In function [chars] the requested memory space collides with the memory space of other windows

**Explanation** There is a memory space collision.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-MUTEX\_ERROR: An internal mutex error has occurred in the function [chars]

**Explanation** An error has been encountered in the locking or unlocking of the shared memory mutual exclusivity lock (mutex).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-MUTEX\_MONITOR\_FAILURE: Registration failed with mutex monitor in [chars]

**Explanation** An error occurred while trying to monitor a shared memory mutual exclusivity lock (mutex).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-NOT\_SUPPORTED: The option passed to function [chars] is not supported

**Explanation** This option is not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-7-PHYS\_MAP\_FAILURE: In function [chars] Failed to map physical memory

**Explanation** Failed to map physical memory in the specified function.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-PTHREAD\_MUTEX\_LOCK\_FAILED: An internal mutex error has been encountered in function [chars]

**Explanation** A process that has obtained the access mutex has not released it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-PTHREAD\_MUTEX\_UNLOCK\_FAILED: An internal mutex error has been encountered in function [chars]

**Explanation** An internal mutex error has been encountered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-SHMEM\_FAILURE: The function [chars] Could not access shared memory

**Explanation** Could not access shared memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-SYS\_LOCK\_CREATE\_FAILED: The lock creation for the shared memory failed in function [chars]

**Explanation** Lock creation for the shared memory has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** SHMWIN-6-SYS\_LOCK\_CREATE\_SUCCEEDED: The lock creation for the shared memory succeeded in function [chars]

**Explanation** Lock creation for the shared memory succeeded.

**Recommended Action** No action is required.

**Error Message** %SHMWIN-6-SYS\_LOCK\_FAILED: In function [chars] The process was unable to lock the shared memory against other processes

**Explanation** The process was unable to lock the shared memory against other users.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-SYS\_LOCK\_MMAP\_FAILED: The mmap for the shared memory lock creation failed in function [chars]

**Explanation** Lock creation for the shared memory has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-SYS\_UNLOCK\_FAILED: In function [chars] The process was unable to unlock the shared memory

**Explanation** The shared memory could not be unlocked due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-7-UNLINK\_ERROR: An internal error occurred while unlinking in function [chars]

**Explanation** An internal error occurred while unlinking.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-VIRT\_MAP\_FAILURE: In function [chars] Could not reserve virtual memory

**Explanation** Could not reserve virtual memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SHMWIN-6-WINDOW\_EXCEEDED\_MAX\_POOLS: The maximum number of pools has been exceeded in function [chars]

**Explanation** The maximum number of pools has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIA\_INFRA-3

**Error Message** %SIA\_INFRA-3-BAD\_LISTENER: %i is not a configured SIA TCP control-plane IP address

**Explanation** SIA uses Authenticated TCP as the control-plane of choice. In SIAarchitecture, both service-broker and the SVE component can be listeners. The incoming connect request is not using one of the configured SIA TCPlistener IP addresses as the destination IP address for the control plane connectivity with peer SIA component.

**Recommended Action** If this syslog is seen, verify the configuration of the broker/sve/scl and service to ensure they are using the correct IP address for control plane connectivity **show run service-insertion**, and corresponding **show at service**. If problem still persists, collect the following information **debug service-insertion tcp control**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: %s failed to send message %s to %s

**Explanation** An SIA control-plane message could not be sent. This could be because the receiving component is not reachable, not active or has not been configured

**Recommended Action** Ensure that the receiving component has been configured and is reachable. If reachability and configuration issues have been resolved and the message is still seen, collect the outputs from the following commands **debug service-insertion errors**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: %s received an invalid message %s %s

**Explanation** A message received from an SIA component could not be processed correctly because of an error in the message. The specific error in the message is provided in the Syslog message when available. Since the messages exchanged between components are for control-plane communication, this error could result in failures in control-plane activity like component registration and service-path creation

**Recommended Action** If these messages persist, collect the outputs from the following commands **debug service-insertion errors**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: Message parsing failed at line %d, column %d, byte index %d (Reason: %s)

**Explanation** An SIA control-plane message was received with incorrectly formatted XML and could not be processed. Since these message are used for control-plane communication between SIA components, this error could result in failures in control-plane activity like component registration and service-path creation

**Recommended Action** If these messages persist, collect the outputs from the following commands **debug service-insertion errors**, **debug service-insertion tcp error**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: Message received from SIA peer %i is invalid (Reason: %s)

**Explanation** An SIA control-plane message received in XML format could not be processed because of errors in the message. The specific error encountered is provided in the message when available. The TCP Peer IP address of the component that sent the message is also provided. Since these message are used for control-plane communication between SIA components, this error could result in failures in control-plane activity like component registration and service-path creation

**Recommended Action** If these messages persist, collect the outputs from the following commands **debug service-insertion errors**, **debug service-insertion tcp error**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: TCP session setup with peer %i using key %s failed for SIA %s to SIA %s communication

**Explanation** This message indicates an error during the setting up of the TCP session with peer in Service-Insertion Infrastructure (SIA) code. SIA uses TCP for control-plane communication between its components. During initialization, a failure was detected while attempting to setup a TCP session with peer. This could be because of peer being not reachable, because it did not respond to session request or because of low available memory

**Recommended Action** Copy the error message exactly as it appears and provide it to your technical support along with the outputs of the following commands **show service-insertion tcp peer all**, **show ip route**, and **show tech-support**

**Error Message** %SIA\_INFRA-3-UNAVAILABLE: Two listeners (%i) with different MD5 not supported on the same box

**Explanation** SIA uses Authenticated TCP as the control-plane of choice. In SIA architecture, both service-broker and the SVE component can be listeners. In the current implementation, if both SB and SVE components are co-located on the same box and using the same IP address in the control plane, they also should use the same authentication key.

**Recommended Action** If this syslog is seen, verify the configuration of the broker and sve to ensure they are using the same authentication key. **show run service-insertion broker**, and **show run service-insertion sve**. If the problem still persists, collect the following information: **debug service-insertion tcp control**, and **show tech-support**. Contact your Cisco technical support representative and provide the representative with the gathered information.

## SIA\_INFRA-4

**Error Message** %SIA\_INFRA-4-UNAVAILABLE: %s keepalive timed out for %s

**Explanation** Keepalive timed out between the two SIA components mentioned. On the Service Broker, this will result in removal of information related to the component that timed out. Status of service-paths associated with the component could change. Service-path data paths that have already been set up will remain up for the data-plane active-time configured.

**Recommended Action** Check the reachability of the component that timed out to/from the Service Broker.

**Error Message** %SIA\_INFRA-4-UNAVAILABLE: Message %s with version %d received from %s on %s running version %d

**Recommended Action** LOG\_STD\_NO\_ACTION

## SIA\_INFRA-6

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s control-plane is %s

**Explanation** SIA control-plane connectivity between two components has been established (up) or has been disrupted (down) as specified in the message. If the control-plane communication has been disrupted, it could be because of a component being de-configured or becoming unreachable. This can result in the removal of control-plane information related to SIA service-paths in the component.

**Recommended Action** If the control-plane status has changed to up, no action is required. If control-plane status has changed to down, check the reachability of the Service Broker from the component.

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s deregistered from %s

**Explanation** Control-plane de-registration between two SIA components was successful

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s registered successfully with %s

**Explanation** Control-plane registration between two SIA components was successful

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s service path segment created for ID %d between %s and %s

**Explanation** A service-path data path segment was created for the path ID and sequence number mentioned in the message

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: %s service path segment removed for ID %d between %s and %s

**Explanation** The data-path for a service-path segment with the path ID and sequence number mentioned in the message was removed and data traffic is no longer flowing through this service-path. This could be because the service-path's configuration was removed or changed. It could also be because one of the components participating in the service-path is no longer reachable. If that is the case, other Syslog messages will be generated to indicate the disruption of control-plane communication

**Recommended Action** If the removal of datapath resulted from a configuration change no action is required. If the datapath removal was because of disruption in the control-plane communication between components, check the reachability between components

**Error Message** %SIA\_INFRA-6-UNAVAILABLE: TCP session setup with peer %i terminated for SIA %s to SIA %s communication

**Explanation** This message indicates the TCP session with peer in Service-Insertion Infrastructure went down. SIA uses TCP for control-plane communication between its components. The session can do down due to various reasons including for receiving a reset by the peer

**Recommended Action** Copy the error message exactly as it appears and provide it to your technical support along with the outputs of the following commands **show service-insertion tcp peer all**, **show ip route**, **show tech-support**.

## SIA\_SB-3

**Error Message** %SIA\_SB-3-UNAVAILABLE: %s

**Explanation** Registration message to Service Directory failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SB-3-UNAVAILABLE: %s failed to register with Broker%s

**Explanation** Service Broker component of SIA received a registration message from another component participating in SIA. But because of a software error, the registration has failed. The reason for the failure may be displayed in the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SB-3-UNAVAILABLE: Cannot associate service type %s to service ID %s in service path %s%s

**Explanation** An associate cli provided for a static service path in Service Broker component has become inconsistent. The reasons for inconsistency will be mentioned in the message. These could be service type mismatch between cli command and service template at a particular position, service type mismatch between cli command and actual service and service class mismatch between service and service path

**Recommended Action** Look for the reason in the message and take appropriate action to resolve the inconsistency in the cli.

## SIA\_SB-6

**Error Message** %SIA\_SB-6-UNAVAILABLE: %s%s from service path %s%s%s

**Explanation** A Classifier has sent a request to detach a service policy from a service path created by Service Broker. The result of the operation will be mentioned in the message.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: %s%s to service path %s%s%s

**Explanation** A Classifier has sent a request to attach a service policy to a service path created by Service Broker. The result of the operation will be mentioned in the message and may be reason as well for failures.

**Recommended Action** If the attach operation fails and the reason specified is - failed to find a set up service path to attach to or there is no reason specified then copy the error message exactly as it appears on the console, collect the output of **show tech-support** and **show service-insertion broker service-path**, and contact Technical Assistance Center(TAC) with the gathered information.

**Error Message** %SIA\_SB-6-UNAVAILABLE: Data plane of %s has become active

**Explanation** The data plane interface of a SCI/SVE has become active. The interface has been brought up.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: Data plane of %s has become inactive

**Explanation** The data plane interface of a SCI/SVE has become inactive. Either the interface has been shut down or erased.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: Service path %s - state changed from %s to %s

**Explanation** A service path in SIA has changed state. This state change will be visible only in the Service Broker component of SIA. The event leading to this state change may have been indicated in an earlier message

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: Service template %s%s

**Explanation** A service template had been updated in Service Broker. The update has been triggered by a message pushed from Service Directory. The type of update will be shown in the message too

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SIA\_SB-6-UNAVAILABLE: TCP Transport is not setup

**Explanation** TCP Transport listener is not running for broker.

**Recommended Action** No action is required.

## SIA\_SCL-3

**Error Message** %SIA\_SCL-3-DP\_ERROR: %s

**Explanation** Data path setup error.

**Recommended Action** Service Classifier tried to setup a data path with its peers after receiving a service path segment update from Service Broker. However, there was an error during the data path setup. The specific error condition should be displayed in the error message. Please capture the error message. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-REGISTRATION\_FAILURE: %s failed to register with %s %s

**Explanation** Service Classifier failed to register with Service Broker.

**Recommended Action** Registration with Service Broker could fail due to multiple reasons. 1) Service Broker failed to add the Service Classifier to the internal database. This could be due to memory allocation failure or inconsistent internal state. Turn on the command **debug service-insertion broker error** on Service Broker and capture the logs. 2) Check if another Service Classifier with same name is already registered with Service Broker. If this is the case, try using a different Service Classifier name before registering with Service Broker. 3) Service Classifier is running a different control plane version than Service Broker. Service Classifier should automatically retry registration with Service Broker using a correct version based on the supported versions sent by Service Broker. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-UNAVAILABLE: %s

**Explanation** Data path setup error.

**Recommended Action** Service Classifier tried to setup a data path with its peers after receiving a service path segment update from Service Broker. However, there was an error during the data path setup. The specific error condition should be displayed in the error message. Please capture the error message. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-UNAVAILABLE: %s failed to register with %s %s

**Explanation** Service Classifier failed to register with Service Broker.

**Recommended Action** Registration with Service Broker could fail due to multiple reasons. 1) Service Broker failed to add the Service Classifier to the internal database. This could be due to memory allocation failure or inconsistent internal state. Turn on the command **debug service-insertion broker error** on Service Broker and capture the logs. 2) Check if another Service Classifier with same name is already registered with Service Broker. If this is the case, try using a different Service Classifier name before registering with Service Broker. 3) Service Classifier is running a different control plane version than Service Broker. Service Classifier should automatically retry registration with Service Broker using a correct version based on the supported versions sent by Service Broker. Copy the error message exactly as it appears on the console or in the system log. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIA\_SCL-3-UNAVAILABLE: Failed to configure SCL data plane

**Explanation** Not able to obtain data path information from the SCL interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIA\_SD-3

**Error Message** %SIA\_SD-3-UNAVAILABLE: %s %d

**Explanation** Unknown message type received.

**Recommended Action** Capture the error message with message type received. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIA\_SD\_HA\_API-3

**Error Message** %SIA\_SD\_HA\_API-3-UNAVAILABLE: %s

**Explanation** A run-time module could not obtain the resources that are required to complete a task. The failure most likely occurred because of a software error or a lack of system memory. Additional details on the nature of the error are specified in the message text on the console or in the system log. The system state between the active and standby units might not be properly synchronized.

**Recommended Action** If you determine that this condition was caused by a lack of system memory, reduce system activity to ease memory demands, or if conditions warrant, upgrade to a larger memory configuration. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIA\_SVE-3

**Error Message** %SIA\_SVE-3-UNAVAILABLE: Failed to configure interface SVE data plane

**Explanation** Not able to obtain data path information from the SVE interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIBYTE Messages

This section contains SiByte processor complex messages.

### SIBYTE-0

**Error Message** %SIBYTE-0-ADDRESS\_TRAP: Address trap: [dec] occurred on physical address: [hex] at EPC: [hex], ERR\_EPC: [hex]

**Explanation** A previously defined address trap has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIBYTE-0-MISDIRECTED\_INTERRUPT: A misdirected interrupt occurred with int\_mask: [hex]

**Explanation** A misdirected interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIBYTE-0-UNCORRECTABLE\_ECC\_ERR: An uncorrectable ECC error has occurred, A\_BUS\_L2\_ERRORS: [hex], A\_BUS\_MEMIO\_ERRORS: [hex], A\_SCD\_BUS\_ERR\_STATUS: [hex]

**Explanation** An uncorrectable ECC error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIBYTE-3

**Error Message** %SIBYTE-3-CORRECTABLE\_ECC\_ERR: A correctable ECC error has occurred, A\_BUS\_L2\_ERRORS: [hex], A\_BUS\_MEMIO\_ERRORS: [hex], A\_SCD\_BUS\_ERR\_STATUS: [hex]

**Explanation** The card detected and corrected a single-bit parity error using the error correction code (ECC) functionality. There was no interruption of service. Transient parity errors are typically caused by RF radiation.

**Recommended Action** No action is necessary if the message occurs infrequently. If errors become frequent, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIBYTE-6

**Error Message** %SIBYTE-6-SB\_RMON\_OVRFL: RMON register [dec] overflow on mac [dec]

**Explanation** The indicated RMON register has overflowed (wrapped around), meaning that the counter reached its maximum value and restarted from zero. The affected register is in the RMON statistical information associated with the specified MAC interface of the Sibyte ethernet controller located on the linecard.

**Recommended Action** This message is informational, and is normal when the service internal command is enabled. The service internal command should be enabled only for troubleshooting. To disable service internal messages, enter the global configuration command no service internal.

## SIBYTE\_ION

This section contains Sibyte Ion messages.

### SIBYTE\_ION-3

**Error Message** %SIBYTE\_ION-3-SB\_THREAD\_CTL\_ERR: Call to ThreadCTL() failed: function = [chars], line number = [dec], return\_code = [dec], errno = [dec]

**Explanation** A QNX call to ThreadCTL() failed. [chars] is the function, the first [dec] is the line number, the second [dec] is the return code, and the third [dec] is the error number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIGNATURE-3

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Aborting %s.

**Explanation** The system is aborting the specified operation because it failed to verify a valid signature in the image file.

**Recommended Action** Attempt to restart the operation by using an image file with a valid signature. A valid signature ensures the integrity of the image.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Continuing Operation %s in spite of failure.

**Explanation** Although the system failed to verify a valid signature in the image file, the user decided to continue the specified operation. A valid signature ensures the integrity of the image.

**Recommended Action** If you decide to continue the operation without a valid signature in the image file, no action is required. If you want to cancel the operation after choosing to continue it, perform one of the following: - If the **copy** command was used, delete the copied file by using the **delete** command; - If the **reload** command was used, cancel the operation at the **Proceed with reload [confirm]** prompt.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Not able to process Signature in %s.

**Explanation** An unknown error occurred when the system attempted to process the signature in the specified image file. A valid signature ensures the integrity of the image.

**Recommended Action** Do not use this file. The file might be corrupted or modified. Attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), contact your Cisco technical support representative with the information you have gathered.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Signature not valid for file %s.

**Explanation** The specified Cisco IOS Software image has an invalid signature. A valid signature ensures the integrity of the image.

**Recommended Action** Do not use this file. The file might be corrupted or modified. Attempt to copy the file again, or download the file again from the <http://www.cisco.com> page before copying it. If you continue to get this error message, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), contact your Cisco technical support representative with the information you have gathered.

**Error Message** %SIGNATURE-3-UNAVAILABLE: %%ERROR: Unable to auto delete file %s.  
Remove file manually

**Explanation** The specified Cisco IOS Software image file contains an invalid signature, but automatic deletion of the file has failed. A valid signature ensures the integrity of the image.

**Recommended Action** Delete the file by entering the **delete** command.

## SIGNATURE-4

**Error Message** %SIGNATURE-4-UNAVAILABLE: %%WARNING: Found unknown signature type 0x%x, in file %s Skipping the signature.

**Explanation** If the desired image belongs to a later release than the running image, the desired image might have a newer signature type. A valid signature ensures the integrity of the image.

**Recommended Action** If the specified file is a Cisco IOS software image in executable and linkable format, be cautious when deciding whether or not to use this file. Check the release notes, or check the Feature Navigator at <http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp> and search for Image Verification, to see if a signature of the type specified was added.

**Error Message** %SIGNATURE-4-UNAVAILABLE: %%WARNING: Signature not found in file %s.

**Explanation** The specified image file does not have a signature. Only Cisco IOS Software images in Executable and Linkable format are signed. Releases that do not support the image verification feature do not contain a signature in the image file. If you enter **verify**, **copy**, or **reload** command, and the specified file is not a Cisco IOS Software image in Executable and Linkable format or of an earlier release, the system displays this warning message because the file does not have a signature. A valid signature ensures the integrity of the image.

**Recommended Action** If the specified file is a Cisco IOS Software image in Executable and Linkable Format, be cautious when deciding whether or not to use this file. Check the release notes, or check the Feature Navigator at <http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp> and search for Image Verification, to see if the image that you are using supports the image verification feature.

## SIGSM-1

**Error Message** %SIGSM-1-UNAVAILABLE: No static template found for slot %d port %d with parameters provided

**Explanation** The sigsm could not find a matching static template with the same parameters as the controller being used

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIGSM-1-UNAVAILABLE: Out of range variable index %d %s

**Explanation** There is a fault in a default template or the user has provided a custom template that refers to a variable that is outside the range of cas-custom variables

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIGSM-1-UNAVAILABLE: Unexpected event

**Explanation** An error in the signalling state machine

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIGSM-3-UNAVAILABLE: Failed to allocate memory for the %s

**Explanation** An attempt to allocate memory has failed.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## SIP10G MESSAGES

**Error Message** %SIP10G\_QM-2-CONFORM\_ACTION\_NE: Different aggregate and microflow conform-action in class %s[policy %s]

**Explanation** Conform actions in 'police' and 'police flow' commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in 'police' or 'police flow' command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-DSCP\_NE: Different aggregate and microflow DSCP in class %s [policy %s]

**Explanation** Conform actions in 'police' and 'police flow' commands must be the same for the same class in a service-policy applied to MLS interfaces.

**Recommended Action** Change the conform-action in 'police' or 'police flow' command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service-policies installed in the device. For example, use shared aggregate policers, as defined by 'mls qos aggregate-policer' command, instead of default per-interface policers

**Error Message** %SIP10G\_QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service-policies installed in the device. For example, use shared aggregate policers, as defined by 'mls qos aggregate-policer' command, instead of default per-interface policers

**Error Message** %SIP10G\_QM-2-NO\_FLOW\_PLC: Hardware microflow policer resources exceeded

**Explanation** The hardware doesn't have the capacity to handle microflow policers required by the policy-map.

**Recommended Action** Adjust microflow policing rate/burst parameters so that the total number of different rate/burst combinations in the device is reduced.

**Error Message** %SIP10G\_QM-2-TCAM\_ENTRIES\_EXCEEDED: ACL merge failed, ACES exceed TCAM capacity or 0 ACES, %d ACES for interface %s in %s direction

**Explanation** ACL merge results in number of ACES exceeding TCAM capacity or zero ACES, so merge has been aborted

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-4-TCAM\_CAPMAP: Interface %s hardware TCAM LOU usage capability exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of logical operations used with the configured ACLs on this specific interface.

**Recommended Action** The hardware TCAM can only handle up to 9 logical operations per interface and up to 64 logical operations in total. Reduce the use of logical operations in the ACLs.

**Error Message** %SIP10G\_QM-4-TCAM\_ENTRY: Hardware TCAM entry capacity exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle all of the configured ACLs.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %SIP10G\_QM-4-TCAM\_LABEL: Hardware TCAM label capacity exceeded

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of interfaces configured with ACLs.

**Recommended Action** The hardware TCAM can only handle 500 interfaces configured with ACLs. Deconfigure ACLs from some of the interfaces.

**Error Message** %SIP10G\_QM-4-TCAM\_LOU: Hardware TCAM LOU capacity exceeded. The policy-map might not work as expected

**Explanation** The hardware TCAM doesn't have the capacity to handle the number of logical operations used with the configured ACLs.

**Recommended Action** The hardware TCAM can only handle up to 9 logical operations per interface and up to 64 logical operations in total. Reduce the use of logical operations in the ACLs and then remove the policy-map and apply it again on the interface.

**Error Message** %SIP10G\_QM-4-TCAM\_MASK: Hardware TCAM mask entry capacity exceeded

**Explanation** The hardware TCAM doesn't have the mask capacity to handle all of the configured ACLs.

**Recommended Action** The configured ACLs are too large to all fit in the hardware TCAM. Try and share the same ACLs across multiple interfaces in order to reduce TCAM resource contention.

**Error Message** %SIP10G\_QM-6-SET\_AND\_POLICE: 'set' and 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** set' and 'police' commands cannot co-exist in a classmap for a QM supported interface

**Recommended Action** Chose between one of the commands or use the set-dscp-transmit | set-precedence-transmit | set-exp option for the conform action of the police command

**Error Message** %SIP10G\_QM-6-SHAREDAG\_AND\_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** set' and 'police' commands cannot co-exist in a classmap for a QM supported interface

**Recommended Action** Chose between one of the commands or use the set-dscp-transmit | set-precedence-transmit | set-exp option for the conform action of the police command

## SISF Messages

### SISF-3

**Error Message** %SISF-3-UNAVAILABLE: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### SISF-4

**Error Message** %SISF-4-UNAVAILABLE: Entry blocked %s

**Explanation** An attempt to install an entry in the IPv6 binding table was blocked. This can be due to a conflicting entry or maximum number of entries reached

**Recommended Action** If the maximum table size is reached, consider increasing it. If a conflicting entry already exist, this maybe an attempt to steal address ownership. You should investigate which host is connected on the interface and wether it should be disconnected

**Error Message** %SISF-4-UNAVAILABLE: Message dropped %s

**Explanation** A message was dropped because one of the IPv6 first-hop security features said so

**Recommended Action** Look at the reason. It can either be a valid drop and the could go up to disconnect the host attached to the interface, or the policy configured on this interface is too severd and should be amended

## SISF-6

**Error Message** %SISF-6-UNAVAILABLE: Entry changed %s

**Explanation** An entry was changed in the binding table

**Recommended Action** This is an informationnal message

**Error Message** %SISF-6-UNAVAILABLE: Entry created %s

**Explanation** An entry was created in the binding table

**Recommended Action** This is an informationnal message

**Error Message** %SISF-6-UNAVAILABLE: Entry deleted %s

**Explanation** An entry was created in the binding table

**Recommended Action** This is an informationnal message.

## SISF\_ISSU-2

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The Sif ISSU client encountered a 'client negotiation done' state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show `issu session` and `show issu negotiated capability`. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Sif ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Sif ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Sif ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Sif ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Show logging and show checkpoint client. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-2-UNAVAILABLE: Ssf ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Ssf ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SISF\_ISSU\_3

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: SISF ISSU client capability list is empty.

**Explanation** The SISF ISSU client capability exchange list size is invalid.

**Recommended Action** Show issu message group and issu session, and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Ssf ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The Ssf ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Ssf state between the active device and the standby device is not identical.

**Recommended Action** Show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client 'Message Type %d' is not compatible

**Explanation** The Sif ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Show issu message group and show issu session and show issu negotiated version. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client capability exchange result incompatible.

**Explanation** The Sif ISSU client capability exchange have negotiated as incompatible with the peer.

**Recommended Action** Show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client does not have a valid registered session.

**Explanation** The Sif ISSU client does not have a valid registered session.

**Recommended Action** Show issu capability entries, issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The Sif ISSU client failed to calculate the MTU for the specified message. The Sif ISSU client is not able to send the message to the standby device.

**Recommended Action** Show issu message group and show issu session and show issu negotiated version . Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SISF\_ISSU-3-UNAVAILABLE: Sif ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Sif ISSU client failed to unregister session information.

**Recommended Action** Show issu session and show issu negotiated capability. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SISF\_TRACKING\_HA-4

**Error Message** %SISF\_TRACKING\_HA-4-UNAVAILABLE: Host mac-address %e ip-address %i interface %s

**Explanation** An inconsistency has been detected in the IP device tracking table for this host between active and standby

**Recommended Action** LOG\_STD\_NO\_ACTION.

## SK-0

**Error Message** %SK-0-UNAVAILABLE: %s

**Explanation** Unrecoverable Internal Panic

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SK-1

**Error Message** %SK-1-UNAVAILABLE: %s

**Explanation** A condition that should be corrected immediately.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SK-2

**Error Message** %SK-2-UNAVAILABLE: %s

**Explanation** Critical Conditions

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SK-3

**Error Message** %SK-3-UNAVAILABLE: %s

**Explanation** Errors

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SK-4

**Error Message** %SK-4-UNAVAILABLE: %s

**Explanation** Warning

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SK-4-UNAVAILABLE: Slot %d: Could not %s memory ( %d bytes ) to receive IPC

**Explanation** IOS was not able to allocate memory to receive IPC from Switch Kernel. Some IPCs between IOS and 8PG linecard in that slot may be lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SK-4-UNAVAILABLE: Slot %d: Could not send IPC for %d seconds. Still trying...

**Explanation** IOS was not able to send an IPC to Switch Kernel running in the CPU in the 8PG card. IOS will retry to send the IPC

**Recommended Action** The message may occur occasionally depending on the load on the system. If the condition persists, the line card on the slot will be reset. In that case, please contact your Cisco technical support representative and provide information about events that led to the reset

**Error Message** %SK-4-UNAVAILABLE: Traffic may be locally switched between %s & %s. Routing over these interfaces may not be fully functional

**Explanation** The subinterfaces specified have the same encapsulation configured. Since 8PG has a local-switching ASIC, traffic with that encapsulation will be bridged among those interfaces even though they may not be in the same bridge-group. In addition, if the subinterfaces have different configuration, routing over these subinterfaces may not work since there is only one backend portchannel that represents both the subinterfaces.

**Recommended Action** Re-evaluate the implications of local-switching between the interfaces specified. If local-switching among the subinterfaces is not desired, change the encapsulation on one of the subinterfaces.

## SK-5

**Error Message** %SK-5-UNAVAILABLE: %s

**Explanation** Notice

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SK-6

**Error Message** %SK-6-UNAVAILABLE: %s

**Explanation** Informational

**Recommended Action** LOG\_STD\_NO\_ACTION

## SK-7

**Error Message** %SK-7-UNAVAILABLE: Assertion Failure ( %s @%s:%d ) : %s

**Explanation** Assertion

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP10G\_QM Messages

This section contains 10Gigabit Ethernet SPA Interface Processor (SIP10G) QoS manager (QM) messages.

### SIP10G\_QM-2

**Error Message** %SIP10G\_QM-2-ACL\_MERGE\_NO\_MEM: Memory low: ACL merge failed for interface %s in %s direction

**Explanation** An ACL merge failed due to insufficient system memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-2-BAD\_TLV: Error in internal messaging - bad tlv %d

**Explanation** A software error occurred during the programming of ACLs into the TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-2-CONFORM\_ACTION\_NE: Different aggregate and microflow conform-action in class %s[policy %s]

**Explanation** The conform actions must be identical in both the **police** and **police flow** commands for the same class in a service policy applied to MLS interfaces.

**Recommended Action** Change the conform action in the **police** or the **police flow** command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-DSCP\_NE: Different aggregate and microflow DSCP in class %s[policy %s]

**Explanation** The conform actions must be identical in both the **police** and **police flow** commands for the same class in a service policy applied to MLS interfaces.

**Recommended Action** Change the conform action in the **police** or the **police flow** command to make both actions the same, or remove one of two commands.

**Error Message** %SIP10G\_QM-2-MERGE\_ERROR: ACL merge error for Interface %s in %s direction status %d

**Explanation** An ACL merge failed before programming the ACLs into the TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-2-NO\_AGGREG\_PLC: Hardware aggregate policer resources exceeded

**Explanation** The hardware cannot support the number of aggregate policers required by configuration.

**Recommended Action** Reduce the total number of aggregate policers required by all service policies installed in the device. For example, use shared aggregate policers, as defined by the **mls qos aggregate-policer** command, instead of default per-interface policers.

**Error Message** %SIP10G\_QM-2-NO\_FLOW\_PLC: Hardware microflow policer resources exceeded

**Explanation** The hardware cannot support the microflow policers required by the policy map.

**Recommended Action** Adjust the microflow policing rate and burst parameters to reduce the total number of different rate and burst combinations in the device.

**Error Message** %SIP10G\_QM-2-P10G\_PLC\_ATTACH\_REJECT\_ARP\_UFLOW: Command rejected: (policy-map %s class %s interface %s dir %s) flow policer is not supported for traffic classes matching ARP ACL.

**Explanation** In a policy map, a flow policer is not supported if the traffic class matches an ARP ACL.

**Recommended Action** Remove the flow policer from the traffic class matching the ARP ACL and reattach the policy, or change the traffic class to match a non-ARP ACL and configure the flow policer.

**Error Message** %SIP10G\_QM-2-TCAM\_BAD\_LOU: Bad TCAM LOU operation in ACL

**Explanation** A software error caused a failure in programming ACLs into the TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-2-TCAM\_ENTRIES\_EXCEEDED: ACL merge failed, ACES exceed TCAM capacity or 0 ACES, %d ACES for interface %s in %s direction

**Explanation** An ACL merge was aborted because the number of ACES exceeded the TCAM capacity or because the number of ACES was zero.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-2-TCAM\_ERROR: TCAM programming error %d

**Explanation** A software error caused a failure in programming ACLs into the TCAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP10G\_QM-2-TCAM\_MEMORY: NMP processor memory low

**Explanation** The programming of ACLs into the TCAM failed due to insufficient memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP10G\_QM-4

**Error Message** %SIP10G\_QM-4-TCAM\_CAPMAP: Interface %s hardware TCAM LOU usage capability exceeded

**Explanation** The hardware TCAM cannot support the number of logical operations used with the configured ACLs on this specific interface. The hardware TCAM can support a maximum of 9 logical operations per interface and a maximum total of 64 logical operations.

**Recommended Action** Reduce the use of logical operations in the ACLs.

**Error Message** %SIP10G\_QM-4-TCAM\_ENTRY: Hardware TCAM entry capacity exceeded

**Explanation** The configured ACLs exceed the capacity of the hardware TCAM.

**Recommended Action** To reduce TCAM resource contention, try to share the same ACLs across multiple interfaces.

**Error Message** %SIP10G\_QM-4-TCAM\_LABEL: Hardware TCAM label capacity exceeded

**Explanation** The hardware TCAM cannot support the number of interfaces configured with ACLs. The hardware TCAM supports 500 interfaces configured with ACLs.

**Recommended Action** Unconfigure ACLs from some of the interfaces.

**Error Message** %SIP10G\_QM-4-TCAM\_LOU: Hardware TCAM LOU capacity exceeded

**Explanation** The hardware TCAM cannot support the number of logical operations used with the configured ACLs. The hardware TCAM can support a maximum of 9 logical operations per interface and a maximum total of 64 logical operations.

**Recommended Action** Reduce the use of logical operations in the ACLs.

**Error Message** %SIP10G\_QM-4-TCAM\_MASK: Hardware TCAM mask entry capacity exceeded

**Explanation** The hardware TCAM does not have the mask capacity to handle the number of configured ACLs.

**Recommended Action** To reduce TCAM resource contention, try to share the same ACLs across multiple interfaces.

## SIP10G\_QM-6

**Error Message** %SIP10G\_QM-6-IOS\_AND\_PS\_FEATURE: %s action cannot be present in classmap %s of policymap %s because this service-policy cannot be executed in Cat6K HW due to the presence of filters which require packets to be processed in IOS SW

**Explanation** Network-Based Application Recognition (NBAR) is required for the match protocol commands used. Because NBAR exists only in software, hardware-specific actions are not supported.

**Recommended Action** Remove the hardware-specific commands or remove the match protocol criteria in the class map.

**Error Message** %SIP10G\_QM-6-SET\_AND\_POLICE: 'set' and 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** The **set** and **police** commands cannot coexist in a class map for a QoS manager (QM) supported interface.

**Recommended Action** Remove one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

**Error Message** %SIP10G\_QM-6-SET\_AND\_TRUST: 'set' and 'trust' commands cannot co-exist in classmap %s of policymap %s

**Explanation** The **set** and **trust** commands cannot coexist in a class map for a QM supported interface.

**Recommended Action** Remove one of the commands.

**Error Message** %SIP10G\_QM-6-SHAREDAG\_AND\_POLICE: 'police aggregate' and regular 'police' commands cannot co-exist in classmap %s of policymap %s

**Explanation** The **police aggregate** and **police** commands cannot coexist in a class map for a QM supported interface.

**Recommended Action** Remove one of the commands or use the **set-dscp-transmit** | **set-precedence-transmit** | **set-exp** option for the conform action of the **police** command.

## SIP200 Messages

This section contains SPA Interface Processor 200 (SIP200) messages.

### SIP200-3

**Error Message** %SIP200-3-BADIFCTRL: Corrupted sip-200 information for interface [chars] [[hex]]

**Explanation** The interface SIP-200 information is not valid. This is an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the output of the **show memory** command on the line card. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

### SIP200-4

**Error Message** %SIP200-4-MEM\_MODULE\_MISMATCH: Memory modules are not identical

**Explanation** The memory modules do not have identical parameters. This may impact the performance.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Collect the output of the **show memory** command on the line card. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP200\_MP Messages

This section contains SPA Interface Processor 200 (SIP200) multiprocessing messages.

## SIP200\_MP-1

**Error Message** %SIP200\_MP-1-UNSAFE: Multiprocessor error on [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The CPU specified in the error message attempted to perform an operation that is illegal for multiprocessor operation between the two CPU cores.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP200\_MP-3

**Error Message** %SIP200\_MP-3-INIT\_FAILURE: Second CPU initialization failed

**Explanation** The line card CPU unit contains two CPU cores. The second CPU core has not initialized successfully. The line card is operating with one CPU core only. You may also see a SYS-2-MALLOCFAIL warning message.

**Recommended Action** If this message appears when a line card boots up, reload the line card by entering the **hw-module module slot reset** command. Also, check how much memory the line card has by entering the **show controller cwan** command.

## SIP200\_MP-4

**Error Message** %SIP200\_MP-4-PAUSE: Non-master CPU is suspended for too long, from [hex]([int]) to [hex] for [int] CPU cycles. [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The master CPU caused the second, nonmaster CPU to be suspended for too long a time. This condition could cause packet drops on the nonmaster CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP200\_MP-4-TIMEOUT: Master CPU request timed out [chars]

**Explanation** The line card CPU contains two CPU cores, one of which is the master CPU. The nonmaster CPU is not responding in time to a request from the master CPU. This warning indicates a transient software problem. The line card should continue to operate normally.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP200\_SPIRX Messages

This section contains SPA Interface Processor 200 (SIP200) SPI4.2 bus ingress interface messages.

### SIP200\_SPIRX-3

**Error Message** %SIP200\_SPIRX-3-INITFAIL: Failed to configure the ingress SPI4.2 device. Error = [hex]

**Explanation** The system was unable to program or configure the ingress SPI4.2 device on the line card. This indicates an internal hardware error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-SPA\_INTERRUPT: SPA [int] - [chars], SPA Int status = [hex]

**Explanation** A SPA interrupt occurred from the ingress SPI4.2 device.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-SRAM\_ERROR\_DATA:  
SRAM[dec] Address = [hex] [hex] Data =  
[hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]\_[hex] [hex] [hex]

**Explanation** An SRAM address and data dump is displayed.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-SRAM\_INTERRUPT: [chars], Sram Int status = [hex]

**Explanation** An SRAM interrupt occurred from the ingress SPI4.2 device.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPIRX-3-STATUS\_INTERRUPT: [chars], Global Int status = [hex]

**Explanation** A status interrupt occurred from the ingress SPI4.2 device.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

## SIP200\_SPITX Messages

This section contains SPA Interface Processor 200 (SIP200) SPI4.2 bus egress interface messages.

### SIP200\_SPITX-3

**Error Message** %SIP200\_SPITX-3-BADDESC: descriptor [hex], tag [hex], global channel [int]

**Explanation** The egress SPI4.2 device on the line card returns a descriptor entry that is corrupted.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-BADPAK: corrupted packet to [chars]

**Explanation** The egress SPI4.2 device on the line card is handling a packet that is corrupted. This indicates an internal software error. The corrupted packet is dropped.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-CHANNEL\_ENABLE\_FAIL: SPI4 Channel [int] for Bay [int], [chars] Failed

**Explanation** The system was unable to enable or disable a given SPI4 channel.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA0: SPAstatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA1: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA2: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DESCR\_ERR\_SPA3: SPAsatus=[hex], syndrome=[hex], RdRspOvf=[int], RdRspTo=[int], OvfVal=[int], OvfCh=[int], OvfDescHi=[hex], OvfDescLo=[hex], DisChk=[int], SeqErrVal=[int], SeqErrCh=[int]

**Explanation** The egress SPI4.2 device on the line card detected a sequence or FIFO overflow error while processing a transmit descriptor. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-DMA\_SQERR: Syndrome=[hex], SPA=[int], Ch=[int], RdSz=[int], RdOff=[int] [chars]

**Explanation** The egress SPI4.2 device on the line card detected a sequence error while processing a DMA operation. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA0: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA1: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_ERR\_SPA3: SPAstatus=[hex] [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCEVNT\_ERR: [chars]

**Explanation** The egress data path device on the line card detected an error while processing internal extended flow-control events. This condition could cause a reduced packet rate.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFC\_QUEUE\_STUCK: [chars]

**Explanation** The egress data path device on the line card detected an error condition with the extended flow control bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-EFCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an EFC status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA0: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA1: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA2: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-FCSTAT\_FAIL\_SPA3: [chars]

**Explanation** The egress SPI4.2 device on the line card detected an SPI4.2 status clock or synchronization failure. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INITFAIL: Failed to configure the egress SPI4.2 device. Error = [hex]

**Explanation** The system was unable to program or configure the egress SPI4.2 device on the line card. This indicates an internal hardware error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA0: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA1: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA2: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-INT\_PERR\_SPA3: IntMemPerr=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an internal memory parity error. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-MISMATCH: Descriptor ring mismatch: expects [int] got [int]

**Explanation** The egress SPI4.2 device on the line card returns a descriptor entry that does not match what the line card CPU expects. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-OVERRUN\_DROP: SPI4 overrun drops packet for SPA [int], queue [int], count [int]

**Explanation** While the egress SPI4.2 device on the line card sends an packet on the extended flow controlled channel, it overruns the SPI4 channel but cannot queue it to the internal hold queue. This indicates an internal software error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SPI4\_ERR\_SPA0: SPAsatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SPI4\_ERR\_SPA1: SPAsatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** SIP200\_SPITX-3-SPI4\_ERR\_SPA2: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SPI4\_ERR\_SPA3: SPAstatus=[hex] [chars]

**Explanation** The egress SPI4.2 device on the line card detected an error condition with the SPI4.2 bus interface. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

**Error Message** %SIP200\_SPITX-3-SRAM\_ECCERR: EccSynd=[hex], Err1bit=[int], ErrMbit=[int], SecHalf=[int], SPA=[int], Ch=[int], Addr=[hex], DataHi=[hex], DataLo=[hex], DataEcc=[hex]

**Explanation** The egress SPI4.2 device on the line card detected a parity error in the egress packet memory. This condition could cause packet drops.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show tech-support** command for the line card and the **show platform hardware spi4 spa-id efc channel [channel-id]** command for the SPA.

## SIP400 Messages

This section contains SPA Interface Processor 400 (SIP400) messages.

### SIP400-2

**Error Message** %SIP400-2-IOBUS\_ERROR: IO bus error occurred: [chars] last addr [hex] data [hex] tran [hex]

**Explanation** There was a communication problem with a device on the I/O bus.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP400-2-PCI\_BUS\_ERROR: A PCI Bus Error occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])

**Explanation** There was a problem with a PCI read access to a device that caused a bus error on the host processor.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP400-2-PCI\_ERROR\_INT: A PCI Error interrupt occurred while trying to access a device (status reg = [hex], addstatus reg = [hex])

**Explanation** There was a problem with a PCI write access to a device that caused a PCI error interrupt.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SIP600 Messages

This section contains SPA Interface Processor 600 (SIP600) messages.

## SIP600-2

**Error Message** %SIP600-2-DEVMGR\_ASIC\_INIT\_FAILED: SIP-600 ASIC Initialization failed at stage-asic\_init[dec]

**Explanation** The SIP-600 received an error during initialization when attempting to initialize the ASICs that make up the forwarding hardware. A hardware problem has prevented the SIP-600 from fully initializing on the target line card. This will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-DEVMGR\_PROC\_CREATE\_FAILED: SIP-600 Initialization failed to create a required IOS process[dec]

**Explanation** The SIP-600 received an error during initialization when attempting to create the ASIC stage2 initialization process. A potential memory or other software resource problem has prevented the SIP-600 from fully initializing on the target line card. This will result in packets not being forwarded.

**Recommended Action** Attempt to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-INITFAIL: SIP-600 Initialization Failed - [chars]: [chars]  
[dec] [dec]

**Explanation** The SIP-600 could not initialize the memory that is needed for the feature specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-NULL\_OBJECT: Missing device object ([chars]) for pending interrupt

**Explanation** A hardware device asserted an interrupt to report an event, but there is no device object for this device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-NULL\_SPA\_BAY\_OBJECT: SPA Bay [dec] is missing

**Explanation** A SPA bay object is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-PE\_BUS\_UNRECOVERABLE\_INT: Packet Engine Unrecoverable Bus Interrupt: [chars] = [hex]

**Explanation** A packet engine unrecoverable bus interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. A hardware problem has prevented system queues from being updated on the target line card. This could result in packets not being forwarded.

**Recommended Action** Reload the line card. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-2-UNRECOVERABLE\_FAILURE: SIP-600 Unrecoverable Failure

**Explanation** An unexpected fatal condition has occurred on the SIP-600. The message that was previously received on the console or in the system log should provide more information on the specific nature of the problem. This message indicates a hardware failure or malfunction. The system will reload to attempt to fix the problem.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP600-3

**Error Message** %SIP600-3-IO\_BUS\_ERR\_INT: IO Bus Error Interrupt: [hex] - Deadman Timer = [hex] Trans Status = [hex] Last Address = [hex] Last Data = [hex]

**Explanation** An I/O bus error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-NMI: NMI Reset Status = [hex]

**Explanation** A nonmaskable interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-NOMEM: [chars]

**Explanation** The SIP-600 card could not obtain statistics due to insufficient memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-NO\_STATID: PXF([dec]): no stat\_id is available for statistics collection

**Explanation** The SIP-600 line card has used up all statistics collection resources. No more resources are available for further statistics collection.

**Recommended Action** Reduce number of features configured on this PXF. If conditions warrant, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-NO\_STAT\_PROCESS: Failed to create statistics process

**Explanation** The SIP-600 card failed to create a statistics process. All statistics counters will be zero.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-PE\_BUS\_ERR\_INT: Packet Engine Bus Error Interrupt: [chars]

**Explanation** A packet engine bus error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-PE\_SPA\_BUS\_ERR\_INT: SPA Bus Error Interrupt: SPA Bus Error Status ([hex]) = [hex], SPA Bus Trans Status ([hex]) = [hex], SPA Bus Last Data ([hex]) = [hex]

**Explanation** A SPA bus error interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-PE\_UNEXPECTED\_INT: Unexpected Packet Engine Interrupt: [chars]

**Explanation** An unexpected packet engine interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-SIP10G\_GEN\_DEV\_ERR: [chars] unexpected error: [chars]

**Explanation** The software driver for the specified SIP-600 device has detected the specified unexpected condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-STATID\_INCONSISTENCY: PXF([dec]):Inconsistent stats id([hex]) [int] packets dropped.

**Explanation** A WAN line card has received inconsistent statistics from PXF. PXF reported that one or more packets have been dropped, but no corresponding packet count has been reported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-UNEXPECTED\_GLOBAL\_INT: Unexpected Global Interrupt: [chars]

**Explanation** An unexpected global interrupt has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-3-UNSUPPORTED\_LABEL\_RANGE: The maximum label range configured for this system exceeds the [int] limit supported by the OSM module.

**Explanation** The MPLS label range that was configured for this system is not supported. The maximum label range limit is specified in the message.

**Recommended Action** Change the maximum MPLS label range by entering the **mpls label range** command.

## SIP600-4

**Error Message** %SIP600-4-INVALID\_STATID: PXF:Invalid-Statid ([dec]) for vc [int] under interface [int]

**Explanation** The SIP-600 line card has encountered an internal error while setting up the statistics report subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-4-MR\_CFG\_ALL\_PORTS: CFM configuration is global to sip-600 and applies to all ports

**Explanation** An SCP message to configure match register functionality on the specified port will apply to all ports on the MSC-600 card as match register configurations are done on the parsing engine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600-4-SIP10G\_PXF\_IRAM\_PARITY\_ERROR: Correcting a PXF instruction error.

**Explanation** This is a Parallel Express Forwarding (PXF) error message that indicates a detection and correction of a typically rare event. If the error is persistent, it may indicate faulty hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP600-6

**Error Message** %SIP600-6-NULLQID: PXF([dec]):Null-QID ([chars]) [int] packets dropped.

**Explanation** The SIP-600 line card has encountered an invalid queue. The packet has been dropped. The packet will be counted in the null queue statistics. Packet traffic should continue normally.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP600\_PARSING\_ENGINE Messages

This section contains SIP-600 parsing engine messages.

**Error Message** %SIP600\_PARSING\_ENGINE-3-DROP\_FIFO\_OVERFLOW: Parsing Engine Drop Fifo Overflow

**Explanation** The SIP-600 parsing engine has detected that the drop FIFO queue has exceeded the maximum limit. New updates will be discarded. The parsing engine continues to process data from the interfaces if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_PARSING\_ENGINE-3-INTERRUPT\_ERROR: [chars]

**Explanation** The SIP-600 parsing engine has detected the specified interrupt event. The message text on the console or in the system log provides more information on this error. The parsing engine continues to process data from the interfaces, if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_PARSING\_ENGINE-3-MASTER\_ABORT: Parsing Engine CPU Master Abort Error

**Explanation** The SIP-600 parsing engine has detected a CPU Master Abort Interrupt. A read to a write-only register or a write to a read-only register could cause this interrupt. The parsing engine continues to process data from the interfaces, if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_PARSING\_ENGINE-3-PARITY\_ERROR: Parsing Engine CPU Parity Error

**Explanation** The SIP-600 parsing engine has detected a CPU parity error. A hardware fault is suspected on the second occurrence only. Otherwise, the parsing engine continues to process data from the interface if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_PARSING\_ENGINE-3-RP\_INT\_WATCHDOG\_TIMEOUT: Parsing Engine RP Interface Watchdog Timeout

**Explanation** The SIP-600 parsing engine has detected an RP interface watchdog timeout. The RP interface process has not relinquished the processor for the watchdog timeout period. The parsing engine continues to process data from the interfaces, if possible.

**Recommended Action** If traffic has resumed, no action is required. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP600\_QOS Messages

This section contains SPA Interface Processor 600 quality of service (SIP600\_QOS) messages.

### SIP600\_QOS-2

**Error Message** %SIP600\_QOS-2-INITFAIL: SIP-600 Initialization Failed [chars]:  
[chars] [dec] [dec]

**Explanation** The SIP-600 could not initialize the memory that is needed for the QoS feature. A hardware problem has occurred on the line card that prevents QoS from functioning.

**Recommended Action** If QoS is a desired feature, try to reload the line card. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-2-NOMEM: Memory Allocation Failure - [chars]: [chars]  
[dec] [dec]

**Explanation** SIP-600 could not allocate the memory that is required for the QoS feature. This condition might indicate that more memory must be installed on the affected line card or platform to service all features and related entries that are enabled in the configuration.

**Recommended Action** Check available memory and install more if necessary. If sufficient memory is available, reload the Cisco IOS image on the affected line card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIP600\_QOS-3

**Error Message** %SIP600\_QOS-3-CLASSIFYUPDATE: SIP-600 Update QoS Classify Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** SIP-600 received an error on the specified hardware classify entry when attempting the specified action.

**Recommended Action** If the error occurs on allocating any of the Default Classify Entries, attempt to reload the line card because traffic cannot be forwarded out this line card. If the error occurs in all other cases, remove the QoS action just performed at the user interface, wait a period of time, then reapply the service-policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-EXCEEDEXCESSQRATE: SIP-600 Exceeded system maximum excess queue rates - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of excess bandwidth for all allocated queues has exceeded the system limit.

**Recommended Action** Remove the service policy that failed and try applying the **shape** command to each of the classes if they are not already configured. Then reapply the service policy. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and

attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-EXCEEDGUARTQRATE: SIP-600 Exceeded Guaranteed Rates on interface - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action. The sum of all queue-guaranteed rates has exceeded the maximum that can be configured for the interface to which the queues are applied. This condition could be caused when the **priority** command is configured without the **police** command.

**Recommended Action** Add the **police** command to limit the rate of the priority queue. If this is not the problem, remove the service policy and reapply it. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-INSUFFDFLTBW: SIP-600 Insufficient bandwidth for default processing: port [dec] queue id [dec] Cause: [hex]

**Explanation** The SIP-600 reserves 1 percent of the bandwidth of a port for router control packets. When a service policy is applied, this bandwidth is first deducted from the QoS class default queue. If there is not sufficient bandwidth in the class default queue and the sum of queue-guaranteed bandwidth exceeds the link rate, this message is generated instead of the EXCEEDGUARTQRATE message.

**Recommended Action** Determine if there is any bandwidth available for class default so that space is made available for the port's queue to handle control packets. Reduce the amount of bandwidth configured on user-defined classes so that more bandwidth is available for class default. If necessary, explicitly configure bandwidth for class default by entering the bandwidth command. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-NORESOURCE: SIP-600 Out of Resources- [chars]: [chars] [dec] Cause: [hex]

**Explanation** The specified resource has been depleted from the SIP-600.

**Recommended Action** Change the SIP-600 configuration to conserve the specified resource.

**Error Message** %SIP600\_QOS-3-NOTFOUND: SIP-600 Software Element Not Found - [chars]: [chars] [dec]

**Explanation** SIP-600 client could not locate a required software element.

**Recommended Action** Reload the Cisco IOS image on the affected line card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-NOTSUP: SIP-600 Feature Not Supported - [chars]: [chars] [chars]

**Explanation** The SIP-600 does not support the specified feature.

**Recommended Action** Change the SIP-600 configuration so that it does not include the specified feature.

**Error Message** %SIP600\_QOS-3-QEXCEEDWREDGRP: SIP-600 Exceeded WRED limit groups for queue [dec]

**Explanation** The SIP-600 depleted available resources when configuring WRED on the specified hardware queue. This condition is a result of attempting to configure a QoS action.

**Recommended Action** For each queue, there is a limited number of unique WRED limits sets that can be configured. The user's configuration action has caused the limits to go beyond the system limit. As a result, WRED is not configured on that queue. The following configuration illustrates three unique sets of WRED min/max limits:

```
random-detect
random-detect prec 0 1000 2000 1
random-detect prec 1 1000 2000 1
random-detect prec 2 2000 3000 1
```

```

random-detect prec 3 2000 3000 1
random-detect prec 4 1000 2000 1
random-detect prec 5 3000 4000 1
random-detect prec 6 2000 3000 1
random-detect prec 7 3000 4000 1

```

Update your configuration so that the WRED configuration is within the limits and reapply the service policy.

**Error Message** %SIP600\_QOS-3-QUPDATE: SIP-600 Update Queue Hardware Failed - [chars]: [chars] [dec] Cause: [hex]

**Explanation** The SIP-600 received an error on the specified hardware queue when attempting the specified action. This condition is the result of attempting to configure a QoS action.

**Recommended Action** There are a variety of reasons that this condition occurs: 1) If the user configuration action was to remove a service policy and then reapply a service policy to the same interface, it is possible that queues are still draining, which prevents new queues from being allocated. You need to remove the service-policy that failed, wait for a period of time, and then reapply the service policy. 2) It is possible that the number of resources has been depleted. You can consolidate your current QoS configuration to free up resources, and then try reapplying your new configuration. 3) If the error was the result of removing queue hardware, then there is a hardware problem that must be reported. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIP600\_QOS-3-QWREDGTQLIMIT: SIP-600 WRED maximum threshold exceeds queue-limit for queue [dec]

**Explanation** The WRED maximum threshold values should be greater than the assigned queue limit. This condition is the result of the user attempting to configure WRED or changing bandwidth rates, which changes queue-limit values. If this error has occurred, the queue is allocated but WRED is not enabled.

**Recommended Action** Make sure that the queue-limits configured does not exceed any of the WRED max\_threshold values. If the queue-limit command is not configured, configure one that is greater than WRED max\_threshold values.

## SIP600\_QOS-4

**Error Message** %SIP600\_QOS-4-NOTINSHAPE: Warning - Ingress shaping on [chars] not supported on this interface.

**Explanation** Ingress shaping on the specified precedences or DSCP is not supported on this interface because such packets are control data, which go through a separate high-priority path.

**Recommended Action** Because the specific match statements are ignored, no action is required.

## SIPSPA Messages

This section contains shared port adapter (SPA) on GSR line card messages.

### SIPSPA-3

**Error Message** %SIPSPA-3-BADCMD: [chars]: Unsupported command [dec], arg0=[hex], arg1=[hex], arg2=[hex]

**Explanation** The route processor issued a command that the software was not able to process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-BAD\_IFCOMTYPE: Bad ifcom message type=[int]

**Explanation** The route processor sent a message that the software was not able to process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-BADINT: Attempted to access HWIDB for port [int]

**Explanation** The line card attempted to access the hardware interface descriptor block (IDB) associated with a nonexistent port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-CMDNOINT: HWIDB Null for command [dec], arg=[hex]

**Explanation** The route processor issued a command that the software was unable to process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-DEVICE\_ERROR: subSlot [dec], spatype [hex]. Device error: [chars]

**Explanation** An error related to a device on the SPA has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-EFC\_CHAN\_ERR: EFC error - interface [chars], vc [dec], anyphy [dec], err\_code [dec] : [chars]

**Explanation** There was a failure to configure EFC channel or parameters.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-FCI\_NOT\_SET: Bay [dec]: [chars]: FCI type not set

**Explanation** An FCI type of zero was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-HWIDB\_FAILURE: Creation: port [dec] vc [dec]

**Explanation** There was a failure to create a hardware interface descriptor block (IDB).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-INVALID\_ANYPHY: Bay [dec] - Invalid anyphy number [int] for vc [dec]

**Explanation** The specified interface has an invalid anyphy number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-IPCALLOCFAIL: Failed to allocate IPC buffer [chars]

**Explanation** The line card failed to allocate a buffer for communication with the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-IPCSENDFAIL: Failed to send IPC message [chars]

**Explanation** The line card failed to send a message to the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-ISR\_RC\_ERROR: ISR return code out of range. rc=[dec]

**Explanation** The ISR error return code is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-LINKREC\_ERROR: Link record error - Bay [dec] vc [dec], error code [dec]

**Explanation** There was an error during processing of the link record structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-MESSAGE\_ERROR: Bay [dec]: [chars]

**Explanation** An unexpected error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-MSGTOOBIG: Message length exceeds max, [int] bytes

**Explanation** The line card attempted to send too large a message to the route processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-NODISPATCH: Dispatch vector Null, cmd=[dec], dintf=[dec]

**Explanation** No command dispatch vector was found for the specified interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-POWER: Bay [dec] 12V power is [chars]

**Explanation** The SPA 12 V power fault indicator is displaying the indicated condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-SONET\_CLOCK\_FAILED: SPA Sonet clock has failed (status = [hex])

**Explanation** The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as POS and ATM, will be affected.

**Recommended Action** If the SPA SONET clock does not recover, perform an online insertion and removal (OIR).

**Error Message** %SIPSPA-3-SONET\_CLOCK\_RECOVERED: SPA Sonet clock has recovered (status = [hex])

**Explanation** The SPA SONET clock has recovered.

**Recommended Action** No action is required.

**Error Message** %SIPSPA-3-SPI4\_CONFIG\_FAILURE: Bay [dec], spi4 configuration failure, error [dec]

**Explanation** An attempt to configure the SPI4 interface has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-3-SPI4\_INIT\_FAILURE: Bay [dec] initialization failure

**Explanation** An attempt to create a SPI4 subblock has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIPSPA-4

**Error Message** %SIPSPA-4-MAX\_BANDWIDTH: Total SPA bandwidth exceeds line card capacity of [int] Mbps

**Explanation** The total bandwidth of SPAs exceeds the specified rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

**Error Message** %SIPSPA-4-MAX\_BANDWIDTH\_NS: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

**Explanation** The total bandwidth of SPAs exceeds the rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card.

**Error Message** %SIPSPA-4-SPABUS: Bay [dec] [chars] failed. sz=[int] rd\_par=[int] noresp=[int] err\_l=[int] addr=[hex] data=[hex] parity=[hex] deadman=[int]

**Explanation** The SPA bus has reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SIPSPA-4-SPABUS2: Bay [dec] [chars] failed. sz=[int] rd\_par=[int] noresp=[int] absent=[int] err\_l=[int] addr=[hex] data=[hex] parity=[hex] deadman=[int]

**Explanation** The SPA bus has reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SIPSPA-6

**Error Message** %SIPSPA-6-ERRORRECOVER: A Hardware or Software error occurred on [chars]. Reason : [chars] Automatic Error recovery initiated. No further intervention required.

**Explanation** An error occurred in one of the devices. Automatic recovery will be attempted. If recovery succeeds, no further messages will be logged and no action will be required.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLB Messages

This section contains server load-balancing messages.

**Error Message** %SLB-4-CF: Unexpected error: [chars]

**Explanation** An unexpected error occurred in SLB slave replication.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB-4-CF\_BULK: [chars]

**Explanation** An unexpected error has occurred in SLB slave replication and bulk synchronization.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB-4-CF\_IPC: Slave replication messages are creating a backlog in IPC. Some SLB objects may not be synchronized.

**Explanation** Due to an IPC resource contention, SLB was unable to replicate all objects.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB-4-CF\_NUM: Unexpected error: [chars] [dec]

**Explanation** An unexpected error has occurred in SLB slave replication.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB-4-CF\_RATE: Overrun of SLB's slave replication rate, some SLB objects may not be synchronized.

**Explanation** Due to a high connection rate, SLB was unable to replicate all objects.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB-4-IF\_REMOVED: Access interface removed: [chars] being set to outofservice.

**Explanation** An interface being referenced in SLB access configuration has been removed. The virtual server or firewall farms referencing this interface will be brought out of service.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB-4-PROBE: Probe %s for %i:%u %s

**Explanation** An error occurred during SLB probe operation

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLB-6

**Error Message** %SLB-6-REAL: Real %s (%s) has changed state to %s

**Explanation** Informational message whenever a real server changes its state to/from OPERATIONAL: possible causes might be e.g. testing, probe testing, maxconns

**Recommended Action** No action required.

**Error Message** %SLB-6-UNAVAILABLE: Real %s (%s) has changed state to %s

**Explanation** Informational message whenever a real server changes its state to/from OPERATIONAL: possible causes might be e.g. testing, probe testing, maxconns

**Recommended Action** No action required.

## SLBSCPU-3

**Error Message** %SLBSCPU-3-UNAVAILABLE: Cannot create SLB SCPU Process

**Explanation** Error occurred during initialization of SLB process on SLB CPU

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLBSCPU-3-UNAVAILABLE: Did not receive ICC response

**Explanation** Error occurred during communication between SLB CPU

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLBSCPU-3-UNAVAILABLE: Failed to get request packet for ICC

**Explanation** Error occurred during communication between SLB CPU

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLBSCPU-3-UNAVAILABLE: Unable to request initial config download from main CPU.

**Explanation** After initialization, SLB CPU requests main CPU to send configuration readfrom NVRAM. This message is generated when a failure occurs in communication.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLBSCPU-3-UNAVAILABLE: Unknown type of indication %x

**Explanation** Microcode is sending bad indication type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLBSCPU-6

**Error Message** %SLBSCPU-6-UNAVAILABLE: Request %d initial config download from main CPU.

**Explanation** After initialization, SLB CPU requests main CPU to send configuration readfrom NVRAM. This message is indicates a request was sent.

## SLB\_DFP-4

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Could not parse message

**Explanation** Could not parse message from SLB DFP Agent

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Have not received keep alive

**Explanation** The system has not received a keepalive message from the SLB DFP Agent.

**Recommended Action** Verify that the DFP Agent is reachable via ping or traceroute. Verify that the DFP Agent on the server is running. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Invalid message length - %u

**Explanation** Too many errors reading message header from SLB DFP Agent

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Message length %u, too big

**Explanation** A message from the SLB DFP Agent exceeds the allowable maximum size.

**Recommended Action** A message exceeding allowable maximum size can be caused by a connection error between DFP Manager and Agent. Try to restart DFP Agent (by unconfiguring and reconfiguring it) to see if it fixes the connection error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Message type %u, vector %u too big

**Explanation** A message from the SLB DFP Agent exceeds the allowable maximum size.

**Recommended Action** A message exceeding allowable maximum size can be caused by a connection error between DFP Manager and Agent. Try to restart DFP Agent (by unconfiguring and reconfiguring it) to see if it fixes the connection error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Send failed

**Explanation** An attempt to send a message to the SLB DFP Agent has failed.

**Recommended Action** Verify that the DFP Agent is reachable via ping or traceroute. Verify that the DFP Agent on the server is running. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Socket already open

**Explanation** The system tried to open Socket to SLB DFP Agent that is already open.

**Recommended Action** If the problem persists, unconfigure and reconfigure SLB DFP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Socket\_connect failed

**Explanation** Socket\_connect to SLB DFP Agent failed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Socket\_recv error %d

**Explanation** Socket\_recv error receiving message from SLB DFP Agent

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Too many read errors

**Explanation** Too many errors reading message header from SLB DFP Agent

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Unknown connection state %u

**Explanation** Unknown connection state processing SLB DFP timer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Unknown message type %u

**Explanation** Message from SLB DFP Agent has unknown type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Agent %i:%u - Unknown message type %u, vector %u

**Explanation** An unknown message type received from SLB DFP Agent

**Recommended Action** An unknown message can be caused by a connection error between DFP Manager and Agent. Try to restart DFP Agent (by unconfiguring and reconfiguring it) to see if it fixes the connection error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Manager %i is reconnecting

**Explanation** The SLB Manager is reconnecting without disconnecting

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLB\_DFP-4-UNAVAILABLE: Unexpected error: %s

**Explanation** An unexpected error occurred while performing SLB DFP operation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLIP-2

**Error Message** %SLIP-2-UNAVAILABLE: Impossible input state %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLIP-2-UNAVAILABLE: Impossible quoted character %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLOTDUMP-3

**Error Message** %SLOTDUMP-3-UNAVAILABLE: Core dump error slot %d: %s

**Explanation** An error occurred during a core dump of slot

**Recommended Action** None.

## SLOT\_FPD-3

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to %s FPD subblock in Slot %u.

**Explanation** Failed to create, delete, or populate a FPD subblock due to operation error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to get FPD version for FPD=%u in Slot %u: %s.

**Explanation** Failed to get FPD version due to either IPC problem or operation error. The card will be disabled.

**Recommended Action** Check module seating and module status. Ensure compatibility among FPD and IOS by comparing output of command **show hw-module slot fpd** with IOS Release Notes. Obtain IOS version by command **show version**.

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to get baseboard hardware revision number in Slot %u.

**Explanation** Failed to get the board's revision number.

**Recommended Action** Check module seating and module status. Re-insert the module. Contact TAC if this message is seen again.

**Error Message** %SLOT\_FPD-3-UNAVAILABLE: Failed to upgrade FPD for slot %d, %s.

**Explanation** The FPD image upgrade operation failed. The cause could be a wrong image file, error in accessing fpga storage, physical interrupt such as power failure or card removal. Depending on the slot type and error cause, the card could be in an unusable state. Normally the system automatically reattempts the upgrade and shuts the card after repeated failures.

**Recommended Action** Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to IOS Release Notes for more information on obtaining the correct FPD package for the card. Review the output of the RP FPD logs.

## SLOT\_FPD-4

**Error Message** %SLOT\_FPD-4-UNAVAILABLE: %s on slot %u.

**Explanation** Display the upgrade state

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLOT\_SYNC-2

**Error Message** %SLOT\_SYNC-2-UNAVAILABLE: %s

**Explanation** A software error occurred during initialization of the Interface Sync RF subsystem

**Recommended Action** Check for sufficient processor memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLOT\_SYNC-3

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Incorrectly formatted message (0x%x, 0x%x) received by %s

**Explanation** Inconsistent message data was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Received a slot sync message with subcard count as %d for slot %d

**Explanation** A slot sync message with bad subcard count is being recvd

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Sending a slot sync message with subcard count as %d for slot %d

**Explanation** A slot sync message with bad subcard count is being sent

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to msg translation

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Unable to transmit message type %d from %s

**Explanation** A transmit error occurred while sending msg to other CPU, due to non-availability of buffer

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SLOT\_SYNC-3-UNAVAILABLE: Unknown message type 0x%x received by %s

**Explanation** An unknown message type was received from the peer CPU, possibly due to an incompatible image version.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SLOT\_SYNC-5

**Error Message** %SLOT\_SYNC-5-UNAVAILABLE: Msgtype %s sent by %s unsupported by peer.

**Explanation** Peer responded that it didn't recognize a message sent by this CPU, possibly due to a different image version.

**Recommended Action** May require a software upgrade on the Standby CPU. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SM-4 Messages

**Error Message** %SM-4-BADEVENT: Event '%s' is invalid for the current state '%s': %s %s

**Explanation** An attempt was made to post an event to a state machine that is invalid for the current state.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SM-4-PERSIST: Persistent event '%s' did not leave the current state '%s': %s %s

**Explanation** An attempt was made to post a persistent event to a state machine that would cause an infinite loop in the current state.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SM-4-STOPPED: Event '%s' ignored because the state machine is stopped: %s %s

**Explanation** An attempted was made to post an event to a state machine that has already been stopped.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SM-4-UNAVAILABLE: Event '%s' ignored because the state machine is stopped: %s %s

**Explanation** An attempted was made to post an event to a state machine that has already been stopped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SM-4-UNAVAILABLE: Event '%s' is invalid for the current state '%s': %s %s

**Explanation** An attempt was made to post an event to a state machine that is invalid for the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SM-4-UNAVAILABLE: Internal error while initializing state machine '%s', state '%s': %s

**Explanation** An attempt was made to initialize an invalid state machine.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SM-4-UNAVAILABLE: Persistent event '%s' did not leave the current state '%s': %s %s

**Explanation** An attempt was made to post a persistent event to a state machine that would cause an infinite loop in the current state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SMC Messages

This section contains Services Management Channel (SMC) messages.

### SMC-2

**Error Message** %SMC-2-BAD\_ID\_HW: Failed Identification Test in [chars] [[dec]/[dec]]  
The module in [chars] in this router may not be a genuine Cisco product. Cisco warranties and support programs only apply to genuine Cisco products. If Cisco determines that your insertion of non-Cisco memory, WIC cards, AIM cards, Network

Modules, SPA cards, GBICs or other modules into a Cisco product is the cause of a support issue, Cisco may deny support under your warranty or under a Cisco support program such as SmartNet.

**Explanation** The hardware in the specified location could not be identified as a genuine Cisco product.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMC-2-FAILED\_ID\_HW: Failed Identification Test in [chars]  
[[dec]/[dec]]

**Explanation** An error occurred while identifying the hardware in the specified location.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMC-2-PROTO\_HW: Module ([chars]) is a registered proto-type for Cisco Lab use only, and not certified for live network operation.

**Explanation** The hardware in the specified location is a prototype module from Cisco and should not be used in a live network.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SMF-4

**Error Message** %SMF-4-UNAVAILABLE: failed to create SMF entry for %e on %s with result %08x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SMI Messages

**Error Message** %SMI-3-IMAGELIST\_FAILED: Default imagelist creation failed.

**Explanation** flash:default\_imagelist creation failed. Possible reasons for this failure is that there is inadequate space in the director flash or new file creation error or default image not configured.

**Recommended Action** Check the Director flash space. Free some space. default\_imagelist would need about 100 bytes of space and configure the Device as director again

**Error Message** %SMI-3-IMG\_CFG\_NOT\_CONFIGURED: %s (IP Address :%i) : The Director does not have a image file or a configuration file configured for this Product-ID

**Explanation** The Director does not have image file or configuration file configured for this SKU. As a result of this the image and configuration upgrade would not take place properly.

**Recommended Action** The user needs to configure a image file and the configuration file for a built in Product-ID or for a custom Product-ID. The cli to under which this can be configured is **vstack group** . Both the image and configuration file should be configured for correct operation.

**Error Message** %SMI-3-INTERNAL\_ERROR: %s - %d

**Explanation** The director encountered an internal software error.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMI-3-INVALID\_IMGLIST\_FILE: Device (IP address: %i) %s upgrade failed for invalid imagelist file

**Explanation** The Client Device upgrade failed because the specified image list file was not valid. A valid imagelist file is a text file that contains only the names of the images.

**Recommended Action** Verify that the imagelist file is a text file containing the names of images that are available to be downloaded.

**Error Message** %SMI-3-NOMEMORY: Smart Install memory allocation failure; could not allocate %s

**Explanation** An attempt to allocate memory for Smart Install failed. More RAM may be required to execute this image.

**Recommended Action** Copy the error message exactly as it appears, gather the show tech output and report it to your technical support representative.

**Error Message** %SMI-3-SMI\_CLIENT\_BACKUP\_FAILURE: Client Device startup configuration backup fail on repository

**Explanation** This message is displayed on Client Device when an attempt to backup its startup configuration fails.

**Recommended Action** Please consult the configuration guide for more details. Verify that you can ping from client to the director and vstack backup feature is enabled. Also check the reachability from client to the repository. Check the directory setting on repository is correct especially when the repository is external tftp server.

**Error Message** %SMI-3-SMI\_DIRECTOR\_BACKUP\_FAILURE: Client Device (%i) startup configuration backup fail on repository: %s - reason: %s

**Explanation** This message is displayed on the Director when the Client Device fails to backup its startup configuration to the specified repository.

**Recommended Action** Please consult the configuration guide for more details. Verify that you can ping from client to the director and vstack backup feature is enabled. Also check the reachability from client to the repository. Check the directory setting on repository is correct especially when the repository is external tftp server.

**Error Message** %SMI-3-TAILOR\_FAILED: Legacy switches will not be upgraded

**Explanation** Tailored config creation failed. Possible reasons for this failure is that there is inadequate space in the director flash or new file creation error

**Recommended Action** Check the Director flash space. Free some space. Tailored config would need about 100 bytes of space and configure the Device as director again

**Error Message** %SMI-3-UPGRD\_FAILED: Device (IP address: %i) %s upgrade failed

**Explanation** The Client Device upgrade failed. Possible reasons include network reachability to the Director or tftp server, or a missing or incorrect upgrade file.

**Recommended Action** Verify the configuration on the Director. Check the reachability of the tftp server from the Client. Verify that the image or configuration file exists on the tftp server and is specified correctly.

**Error Message** %SMI-5-DIRECTOR: Director is %s

**Explanation** SMI Director status changed

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-AUTOINSTALL: %s AUTOINSTALL

**Explanation** Aborted or continued with AUTOINSTALL

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-CLIENT\_CONN\_FAILED: Device (IP address: %i) failed to connect to Director (IP address : %i)

**Explanation** Client Device has failed to connect to the Director. This could be because of reachability issue. This could be also because the Client does not have Director's IP address.

**Recommended Action** Verify that the IP address of the Director is configured properly in the Client.

**Error Message** %SMI-6-INCORRECT\_CFG: No image and config configured for this %s %s

**Explanation** No configuration present for the Switch stack on Director.

**Recommended Action** Configure a group for this Switch stack. Please consult the configuration guide for more details.

**Error Message** %SMI-6-INVALID\_PKT\_SIZE: Received invalid packet from %s (IP Address : %i), SMI Version : %d, Message Type : %d

**Explanation** The Client/Director has received an invalid packet size during exchange of smart install messages. This is because of a newer version of smart install protocol is trying to interoperate with a older version of smart install. The new message type may not be supported by the older version.

**Recommended Action** The network Administrator needs to see that the Director has the latest version of the smart install running. A new version of Director can interoperate with a older version of Client

**Error Message** %SMI-6-SMI\_CLIENT\_BACKUP\_SUCCESS: Client Device startup configuration backup successful on repository

**Explanation** This message is displayed on the Client to indicate that the Client Device has successfully backed up its startup-configuration to the repository specified by the director.

**Recommended Action** Please consult the configuration guide for more details.

**Error Message** %SMI-6-SMI\_DHCP\_ERR: Device failed to %s DHCP %s

**Explanation** The Director failed to configure or remove a DHCP parameter, such as a DHCP pool, subnet, or pool options.

**Recommended Action** Verify that the configuration setting is a permitted value.

**Error Message** %SMI-6-SMI\_DHCP\_SUCCESS: Device to %s DHCP %s

**Explanation** The Director succeeded in configuring a DHCP parameter, such as a DHCP pool, subnet, or pool options.

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-SMI\_DIRECTOR\_BACKUP\_SUCCESS: Client Device (%i) startup configuration backup successful on repository: %s

**Explanation** This message is displayed on the Director to indicate that the Client Device has successfully backed up its startup-configuration to the repository specified by the director.

**Recommended Action** Please consult the configuration guide for more details.

**Error Message** %SMI-6-SMI\_INVALID\_MESSAGE: Received invalid message from %s (IP Address : %i), SMI Version : %d, Message Type : %d

**Explanation** The Client/Director has received an invalid message type during exchange of smart install messages. This is because of a newer version of smart install protocol is trying to interoperate with a older version of smart install. The new message type may not be supported by the older version.

**Recommended Action** The network Administrator needs to see that the Director has the latest version of the smart install running. A new version of Director can interoperate with a older version of Client

**Error Message** %SMI-6-SMI\_JOIN\_WINDOW\_MESSAGE: SMI Join window %s on IBD(IP address: %i)

**Explanation** This message indicates the Start or End of the Smart Install Join window

**Recommended Action** The Network Administrator needs to knowthat the join window has started or terminated. If the join window feature is enabled then client devices scheduled for upgrade during this period would get the image and configuration file from the Director .

**Error Message** %SMI-6-SMI\_VLAN\_MSG: Make sure that SMI Startup Management Vlan %d exists on IBD

**Explanation** Make sure that SMI Startup Management VLAN exists on IBD.

**Recommended Action** If the startup management VLAN does not exist on the director, create the VLAN on the IBD.

**Error Message** %SMI-6-SWITCH\_ADD: New Device detected by Director with mac address: %e

**Explanation** A new Device has been detected in the network and has been added to the Director database.

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-SWITCH\_REMOVE: Device %e removed from the Director Database

**Explanation** A Device has been removed from the Director database because it has stopped communicating. It may have been removed from the network.

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-SWITCH\_REPLACE: Device %e is being replaced by %e Device

**Explanation** Device Replaced into the network

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-UPGRD\_STARTED: Device (IP address: %i) %s upgrade has started

**Explanation** Client Device image/configuration upgrade started

**Recommended Action** Informational only. No action required.

**Error Message** %SMI-6-UPGRD\_SUCCESS: Device (IP address: %i) %s has upgraded successfully

**Explanation** The Device has been successfully upgraded with a new image or configuration file.

**Recommended Action** Informational only. No action required.

## SMI\_ISSU Messages

**Error Message** %SMI\_ISSU-2-GET\_BUFFER: Smart Install ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The Smart Install ISSU client failed to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-INIT: Smart Install ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The Smart Install ISSU client could not be initialized. This initialization failure must be addressed before in-service software upgrade or downgrade can be performed successfully. If you do not address this failure, there will be downtime during software upgrade or downgrade.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-SEND\_NEGO\_FAILED: Smart Install ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The Smart Install ISSU client failed to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-SESSION\_NEGO: Smart Install ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The Smart Install ISSU client encountered a “client negotiation done” state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-2-SESSION\_REGISTRY: Smart Install ISSU client failed to register session information. Error: %d (%s)

**Explanation** The Smart Install ISSU client failed to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-INVALID\_SESSION: Smart Install ISSU client does not have a valid registered session.

**Explanation** The Smart Install ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-MSG\_NOT\_OK: Smart Install ISSU client Message Type %d is not compatible

**Explanation** The Smart Install ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-MSG\_SIZE: Smart Install ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The Smart Install ISSU client failed to calculate the MTU for the specified message. The Smart Install ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-SESSION\_UNREGISTRY: Smart Install ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The Smart Install ISSU client failed to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SMI\_ISSU-3-TRANSFORM\_FAIL: Smart Install ISSU client %s transform failed for Message Type %d. Error: %d (%s)

**Explanation** The Smart Install ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In both cases, the Smart Install state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach

the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show issu sessions**, **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## SMSC\_RP Messages

This section contains short message service center route processor messages.

### SMSC\_RP-2

**Error Message** %SMRP-2-UNAVAILABLE: SMRP assertion failed: %s

**Explanation** The software detected an inconsistency. This is considered a serious error. The router attempts to continue, but SMRP processing may be impaired.

**Recommended Action** Copy the error message exactly as it appears, noting any SMRP problems that you are experiencing, and report it to your technical support representative.

### SMSC\_RP-3

**Error Message** %SMSC\_RP-3-GETHWVER\_FAILED: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of error in obtaining its hardware revision.

**Explanation** The 7600-SSC-400 could not be set to single-SPA mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMSC\_RP-3-NO\_SCP\_BUFFER: Unable to set 7600-SSC-400 in slot [dec] in single-spa-mode because of insufficient scp buffers.

**Explanation** The 7600-SSC-400 could not be set to single-SPA mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMSC\_RP-3-SSC\_SSPA\_RETRY: 7600-SSC-400 in slot [dec] is reset as a [dec] try to set it in single-spa-mode.

**Explanation** The specified slot has reset in an attempt to set it to single-SPA mode. A maximum of three retries are performed.

**Recommended Action** If the third retry is unsuccessful, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SMSC\_RP-3-SSC\_SSPA\_SHUT: 7600-SSC-400 in slot [dec] is shutdown because it cannot be set in single-spa-mode

**Explanation** The specified slot has been shut down because it cannot be set to single-SPA mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SMRP-5

**Error Message** %SMRP-5-UNAVAILABLE: %s: SMRP neighbor down - %s

**Explanation** A neighboring SMRP router is now down.

**Recommended Action** Notification message only. No action required.

**Error Message** %SMRP-5-UNAVAILABLE: %s: SMRP port down - %s

**Explanation** An SMRP port is down and is no longer operational.

**Recommended Action** Notification message only. No action required.

## SMRP-6

**Recommended Action** Notification message only. No action required.

**Error Message** %SMRP-6-UNAVAILABLE: %s: SMRP neighbor up - %s

**Explanation** A neighboring SMRP router has appeared.

**Recommended Action** Notification message only. No action required.

**Error Message** %SMRP-6-UNAVAILABLE: %s: SMRP port up - %s

**Explanation** An SMRP port has come up.

**Recommended Action** Notification message only. No action required.

## SMRP-7

**Error Message** %SMRP-7-UNAVAILABLE: SMRP Debug: %s

**Explanation** This message is generated by some debug commands to provide additional information about conditions in SMRP.

**Recommended Action** If you are experiencing problems in SMRP, these messages should be provided, along with any other information, in a report to your technical support representative.

## SMSC\_RP-6

**Error Message** %SMSC\_RP-6-INVALID\_HW\_VERSION: Single-spa-mode is not allowed for 7600-SSC-400 hardware version [dec].[dec].

**Explanation** Only 7600-SSC-400 versions greater than 0.3 can be set in single-SPA mode.

**Recommended Action** To use single-SPA mode, use 7600-SSC-400 versions greater than 0.3.

## SNAPSHOT-2

**Error Message** %SNAPSHOT-2-UNAVAILABLE: Bad state for Snapshot block %s[%d], location %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SNAPSHOT-2-UNAVAILABLE: Exceeded maximum dialer interfaces to watch. Ignoring %s

**Explanation** Snapshot is being used over more than 100 DDR interfaces.

**Recommended Action** Do not use snapshot over more than 100 DDR interfaces.

## SNASW Messages

This section contains Systems Network Architecture (SNA) Switching Services messages.

## SNASW-3

**Error Message** %SNASW-3-CLS\_LOG\_0: PROBLEM - [int] - Could not validate process handle [chars]

**Explanation** CLS has passed the SNA switch a DLC packet, but the SNA switch does not have a valid handle to invoke the correct SNA process. The CLS message has been discarded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-HPR\_LOG\_20: PROBLEM - [int] - Remote node supplied a corrupted RSCV: the next hop is the local CP [chars]

**Explanation** A high performance routing (HPR) route setup request or response unit (RU) has been received with a Route Selection Control Vector (RSCV) that gives the local node as the next ANR hop, which is an invalid vector. The remote node is sending invalid protocol data.

**Recommended Action** Report the error to the remote end administrator.

## SNASW-4

**Error Message** %SNASW-4-RTP\_LOG\_10: EXCEPTION - [int] - LFSID in use, moving on to next one. [chars]

**Explanation** An LFSID was found to be in use. The SNA switch will use another one.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: DLC unrecognized message, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Diagnostic trace record too large for configured buffer. Buffer ID %x

**Explanation** A trace record could not be written to one of the cyclic trace buffers, because it was bigger than the whole of the available buffer space. The buffer will be cleared.

**Recommended Action** Increase the size of the relevant cyclic trace buffer or, if diagnostics are not currently necessary, disable the tracing.

**Error Message** %SNASW-3-UNAVAILABLE: Invalid Input=%s to SNASW %s %x with OldState=%s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Invalid message name specified for snasw msg-trap

**Explanation** An invalid message name was supplied on a snasw msg-trap command.

**Recommended Action** Reissue the command with a valid message name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A BIND request received by an LU type 0,1,2 or 3 was rejected by SNA Switch because it failed parameter checks %s

**Explanation** A BIND request was received by an LU type 0,1,2, or 3 that failed parameter checks. The sense codes that apply to this condition are 08210004 - Cryptography required by SLU, not supported by PLU 08210005 - Session key missing 0835xxxx - parameter error at offset xxxx in BIND RU. The offsets that apply to this sense code are 0002 - invalid FM profile 0003 - invalid TS profile 0004 - invalid primary FM usage 0005 - invalid secondary FM usage 0006 - invalid common FM usage 0007 - invalid common FM usage 0008 - invalid secondary send pacing 0009 - invalid secondary receive pacing 000A - invalid secondary send RU size 000B - invalid secondary receive RU size 000E - invalid PS profile (ie. invalid session type) 000F - invalid PS usage (applies to RJE BIND only) 0010 - invalid primary half-session PS usage (applies to RJE BIND only) 0014 - invalid default screen size: rows (applies to 3270 display BIND only) - invalid default buffer size: rows (applies to 3270 printer BIND only) 0015 - invalid default screen size: columns (applies to 3270 display BIND only) - invalid default buffer size: columns (applies to 3270 printer BIND only) 0016 - invalid alternate screen size: rows (applies to 3270 display BIND only) - invalid alternate buffer size: rows (applies to 3270 printer BIND only) 0017 - invalid alternate screen size: columns (applies to 3270 display BIND only) - invalid alternate buffer size: columns (applies to 3270 printer BIND only) 001A - invalid cryptography 001B - invalid cryptography method BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

**Recommended Action** If possible investigate the configuration of the system that sent the BIND request. If a configuration error is found then correct it, otherwise contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A BIND request received by an LU type 0,1,2 or 3 was rejected by SNA Switch because the application connection was not open %s

**Explanation** A BIND request received by an LU type 0,1,2 or 3 was rejected because the application connection was not open. This may be caused by a normal window condition or it may indicate that the system that sent the BIND request is incorrectly configured or is defective. BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

**Recommended Action** Investigate the cause of the problem. If it indicates that the system that sent the BIND request is incorrectly configured then correct the configuration error. If it appears that the system is defective then contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A BIND request received by an LU type 0,1,2 or 3 was rejected by an application connected to SNA Switch %s

**Explanation** A BIND request received by an LU type 0,1,2 or 3 was rejected by an application connected to SNA Switch. BIND request will be rejected with the specified sense code. PLU-SLU session is not activated.

**Recommended Action** Investigate why the application rejected the BIND request (the sense code should help with this). It may be necessary to investigate the configuration of the system that sent the BIND request (if this is possible). If a configuration error is found then correct it, otherwise contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - A new DSPU has activated with the same node ID and CP name as an existing DSPU %s

**Explanation** A new DSPU has activated with the same node ID/CP name or link address as an existing (active) DSPU. The new link will be deactivated.

**Recommended Action** Change the node ID or CP name on one of the DSPUs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ACTLU received for LU which is not defined locally, and implicit LU definition is not supported %s

**Explanation** ACTLU received for LU which is not defined locally, and implicit LU definition is not supported. This typically indicates a mismatch between this node and the host configuration. LU-SSCP session is not activated (ACTLU is rejected with the specified sense code).

**Recommended Action** Remove the LU from the host configuration.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ACTPU, ACTLU, DACTPU or DACTLU received on link on which dependent LUs are not supported %s

**Explanation** ACTPU, ACTLU, DACTPU or DACTLU received over a link on which dependent LUs are not supported. This may indicate an interoperability problem. Request will be rejected with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Adjacent node sent a TG number that was already in use by another LS %s

**Explanation** Adjacent node has attempted to use a TG number for this link which is already in use by another link station. This may indicate an interoperability problem. Link activation will fail.

**Recommended Action** Run a trace on the link station or port to get more diagnostic information on the problem, and contact support with the log and trace.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Adjacent node sent a TG number that was pre-assigned to another LS %s

**Explanation** Adjacent node has attempted to use a TG number for this link which is already pre-defined on another link station. Link activation will fail.

**Recommended Action** Correct mismatched TG number configuration at this node (using snasw link) or at adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - An UNBIND RSP was received at a secondary LU %s

**Explanation** An UNBIND RSP was received at a secondary LU. This is illegal SNA as no UNBIND RQ was sent. The UNBIND RSP is dropped.

**Recommended Action** The session may not be coming down properly. Check that dependent LU applications are correctly replying to all signals. Otherwise, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - An active link station has failed %s

**Explanation** An active link station has failed. The link and any sessions using it will be deactivated

**Recommended Action** Attempt to restart the link. If the problem persists, inspect the log for problems or exceptions logged by the DLC which give more specific reasons for the failure, and follow the actions specified by those logs. Otherwise, run a trace on the specified port or link station to find the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach protocol error %s

**Explanation** Attach protocol error. This may indicate a problem in the partner LU. The sense codes are as follows 080F6051 - Attach security protocol violation 10086011 - LUW identifier format error, or LUW identifier not specified when sync level is syncpt 10086040 - sync level not supported by session, or already-verified not accepted from partner LU 10086031 - PIP not allowed by TP The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested TP is permanently disabled %s

**Explanation** Attach rejected because the specified TP is permanently disabled. This should only occur if an application has explicitly disabled the transaction program. The Attach will be rejected.

**Recommended Action** Collect trace and contact support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested TP is temporarily disabled %s

**Explanation** Attach rejected because the specified TP is temporarily disabled. The Attach will be rejected.

**Recommended Action** This condition is not currently supported by SNA Switch, so this log should not occur.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested conversation duplex type not supported by requested transaction program %s

**Explanation** Attach rejected because the specified conversation duplex type is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. Possible sense codes are as follows. 10086034 Half-duplex Attach, not supported by TP 08640003 Full-duplex Attach, not supported by TP The Attach will be rejected.

**Recommended Action** Check the conversation duplex type or types supported by the specified transaction program, and check that this matches the conversation type supported defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested conversation type not supported by requested transaction program %s

**Explanation** Attach rejected because the specified conversation type is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. The Attach will be rejected.

**Recommended Action** Check the conversation type or types supported by the specified transaction program, and check that this matches the conversation type supported defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because requested sync level not supported by requested transaction program %s

**Explanation** Attach rejected because the specified sync level is not supported by the specified transaction program. This may be a mismatch in the capabilities of the originating transaction program and the destination transaction program, or it may simply be a configuration error. The Attach will be rejected.

**Recommended Action** Check the sync level supported by the specified transaction program, and check that it matches the sync\_level defined for the transaction program. If they match, or the transaction program is not defined, there is a mismatch between the originating and destination transaction programs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because security information invalid %s

**Explanation** Attach rejected because security information invalid. This indicates an attempt to access a secure TP by an unknown user, or a known user who has specified an incorrect password. The Attach will be rejected.

**Recommended Action** Use the information in the log to locate the attempted security violation.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Attach rejected because security information not specified %s

**Explanation** Attach rejected because security information not specified. This indicates an attempt to access a secure TP without specifying a user ID or password. The Attach will be rejected.

**Recommended Action** Use the information in the log to locate the security mismatch

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - BIND or +RSP(BIND) specifies duplex support which is different from that for existing sessions %s

**Explanation** An incoming BIND or +RSP(BIND) has specified a duplex support for the remote LU which is inconsistent with that for existing sessions between the partner LUs. The BIND or +RSP(BIND) is rejected.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - BIND received with the next hop in the RSCV set to the local node again %s

**Explanation** SNA Switch received a BIND request with a badly formatted RSCV. The CP name for the next hop in the RSCV is this local node again. Session activation will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - BIND(-RSP) request received in response to a BIND request %s

**Explanation** BIND(-RSP) received in response to a BIND request. This may indicate a configuration error, or a protocol error. Common sense codes which typically indicate a configuration error or a normal race condition include 0805xxxx - the session could not be activated as session activation limits have been reached 08060014 - the partner LU is not known 0806xxxx - the BIND specified a resource which is not known 080Fxxxx - security authorization failed 0821xxxx - the BIND supplied an invalid session parameter 0835xxxx - parameter error in BIND RU at offset xxxx Other sense codes include 0812xxxx - session activation failed due to resource shortage at the remote node 083Bxxxx - invalid PCID in BIND RU 0852xxxx - duplicate session activation request 0861xxxx - invalid COS name in BIND RU 088Cxxxx - control vector or subfield missing from BIND RU 0895xxxx - BIND RU contained a control vector that was in error 0896xxxx - BIND RU contained a control vector that was too long Session activation will fail with the specified sense code.

**Recommended Action** If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Badly formed partner LU name in received BIND request %s

**Explanation** Partner LU name on received BIND request is badly formed. Session activation will fail with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Badly-formed BIND request rejected by SNA Switch %s

**Explanation** SNA Switch received and rejected a badly-formed BIND request. This may indicate an interoperability problem. Session activation will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Both sent and received XIDs indicate the same, non-negotiable, link station role %s

**Explanation** Both sent and received XIDs indicate the same, non-negotiable, link station role. The link activation will fail.

**Recommended Action** Either correct the local port definition, or the remote definition, so that the link station roles are complementary, or at least one link station is negotiable.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Bracket protocol error %s

**Explanation** BIS protocol error. This may indicate a problem in the partner LU. The sense code is always set to 20100000. The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Bracket protocol error %s

**Explanation** Bracket protocol error. This may indicate a problem in the partner LU. The sense codes are as follows. 20080000 - partner LU attempted to start bracket after sending BIS 20030000 - partner LU attempted to start bracket after local LU had BID for session successfully, or unexpected RTR request received 20100000 - Received negative response to BID with sense code 088B0000 from a partner LU who supports parallel sessions, or BIS protocol error The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Branch Network Node received BIND request with badly formed RSCV %s

**Explanation** A Branch Network Node has received a BIND request with a badly formed RSCV. This may indicate an interoperability problem. Session activation will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP capabilities exchange failed because of contention loser CP-CP session failure %s

**Explanation** CP capabilities exchange failed because of contention loser CP-CP session failure. Contention winner CP-CP session will be deactivated. SNA Switch will attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** This log flags the fact that a CP-CP session failed. Other logs give more details on the reason for the session failure (eg. insufficient resources, link failure).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP capabilities exchange failed because of contention winner CP-CP session failure %s

**Explanation** CP capabilities exchange failed because of contention winner CP-CP session failure. Contention loser CP-CP session will be deactivated. SNA Switch will attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** This log flags the fact that a CP-CP session failed. Other logs give more details on the reason for the session failure (eg. insufficient resources, link failure).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP capabilities exchange failed because of protocol error %s

**Explanation** CP capabilities exchange has failed because of protocol error. This may indicate an interoperability problem. Sense codes are as follows. 08060030 - CP capabilities requested by unknown CP 08210002 - CP capabilities requested on other than CPSVCMG mode 08150007 - CP capabilities requested when CP-CP session already established 08B60000 - CP-CP sessions not supported by adjacent node 08090039 - CP transaction error CP-CP sessions with the specified adjacent node will be deactivated. SNA Switch will not attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP-CP session deactivated because of excessive delay %s

**Explanation** An adjacent node has not responded within a reasonable period to a request on a CP-CP session. SNA Switch will deactivate CP-CP sessions with this adjacent node. CP-CP sessions are deactivated with the sense code 08640002.

**Recommended Action** Contact the supplier of the adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - CP-CP sessions deactivated while directed Locate outstanding %s

**Explanation** CP-CP sessions deactivated while directed Locate in process. Session activation may fail.

**Recommended Action** This log simply flags the fact that a session failure impacted a pending directed Locate. Other, more specific, logs give reasons for the session failure and appropriate actions.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Conflicting requirements for error recovery, link is not HPR-capable %s

**Explanation** Conflicting requirements for error recovery between the local node and a partner node when attempting to activate a link that is HPR-capable. Link will activate but will not be HPR-capable.

**Recommended Action** To allow HPR protocols to be used on the link the local and partner nodes must be able to accommodate the other's error recovery requirement. At the minimum this will require reconfiguration but may not always be possible.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Conversation ended by protocol error %s

**Explanation** The session being used by a conversation has been deactivated because of a protocol error, causing the conversation to fail. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_NO\_RETRY.

**Recommended Action** This log gives information on which TPs and conversation have been affected by a protocol error on a session. Other, more specific problem or exception logs give more information on the protocol error. Use the Session identifier to correlate this log with other related logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Conversation ended by session outage %s

**Explanation** The session being used by a conversation has been deactivated because of a session outage, causing the conversation to fail. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_RETRY.

**Recommended Action** This log gives information on which TPs and conversation have been affected by a session outage. Other, more specific, problem or exception logs give more information on the reason for the session outage. Use the Session identifier to correlate this log with other related logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Could not validate process handle %s

**Explanation** CLS has passed SNA Switch a DLC packet, but SNA Switch does not have a valid handle to invoke the correct SNA process. The CLS message has been discarded.

**Recommended Action** Dump traces and contact the Cisco TAC.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - DLC failed %s

**Explanation** A DLC has ended abnormally. All ports and link stations defined on the DLC will be inoperative.

**Recommended Action** Restart the DLC (using snasw start port). If the problem is persistent, look for DLC specific logs giving more information on the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - DLC failure during creation %s

**Explanation** The DLC has returned inconsistent data during creation. The DLC will be destroyed, and all ports and link stations defined on the DLC will be inoperative.

**Recommended Action** Run a trace on the DLC and contact support with the log and trace information.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Deactivating session because of insufficient storage %s

**Explanation** Deactivating session because of insufficient storage. SNA Switch will deactivate the session.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Delete failure reply received with sense code that is unrecoverable %s

**Explanation** Delete reply received with a sense code that is unrecoverable. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Detected consistency errors in received BIND request %s

**Explanation** Detected consistency errors in received BIND request. This may indicate an interoperability problem. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU 080F6051 - security error Session activation will fail with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Detected consistency errors in received BIND response %s

**Explanation** Detected consistency errors in received BIND response. This may indicate an interoperability problem. Sense codes are as follows 0835xxxx - parameter error at offset xxxx in BIND RU 080F6051 - security error Session will be deactivated with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Detected fatal BIND or UNBIND protocol error %s

**Explanation** Detected fatal BIND or UNBIND protocol error. This may indicate an interoperability problem. Sense codes are as follows. 20110000 - BIND pacing window overrun, or PI not set when expected 20110001 - unexpected solicited BIND IPM 20110002 - PI set when not expected 20110003 - pacing response not IPM 10020000 - RU (BIND, UNBIND or BIND IPM) length error 10010003 - BIND IPM format error 80070000 - BIND or RSP(BIND) segment out of sequence, or segmented UNBIND or RSP(UNBIND) 80070002 - BIND or RSP(BIND) segments interleaved 800F0000 - LFSID incorrect for SC request 800F0001 - ODAI incorrect Link will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - EXPD RU received while previous expedited data remains to be processed %s

**Explanation** An EXPD RU has been received while previous expedited data remains to be processed. The session will be deactivated with the specified sense code. (200F0000)

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Error message received reporting invalid format of our MDS\_MUs %s

**Explanation** MS Capabilities received an error message reporting a format error on an MDS\_MU our node supposedly sent. The error message will be logged, however, no further action can be taken. Ignoring the message may lead to further unexpected occurrences.

**Recommended Action** Contact support with details of the problem

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - FQPCID collision on received BIND request %s

**Explanation** FQPCID collision. The FQPCID specified on a received BIND request matches the FQPCID being used for an existing active session. This can be caused by a collision in the hashing algorithm used to generate an FQPCID, or it may indicate a problem in the node generating the FQPCID. Session activation will fail with specified sense code.

**Recommended Action** If problem is persistent or occurs often, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to activate a new session, because mode name was not recognized %s

**Explanation** SNA Switch was unable to activate a new session because the mode name specified was not recognized. ALLOCATE, MC\_ALLOCATE or CMALLC verbs will fail.

**Recommended Action** Check the mode name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to activate a new session, since this would exceed LU or mode session limit %s

**Explanation** SNA Switch was unable to activate a new session because the maximum session limit specified for the mode or the local LU would be exceeded. ALLOCATE, MC\_ALLOCATE or CMALLC verbs will either fail or hang waiting for a session to become free.

**Recommended Action** Wait for a session to become free and retry, or use a different mode.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to create DLC %s

**Explanation** A DLC could not be started either because of insufficient resources, or because the specified DLC type is not supported. The DLC is inoperative.

**Recommended Action** If the DLC type is supported, then either decrease the system load (for example, by reducing the number of active sessions, or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to dynamically load TP %s

**Explanation** Failed to dynamically load an APPC transaction program or CPI-C application. The received Attach will be failed with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to initialize address space instance %s

**Explanation** Insufficient storage to create a local form session identifier routing table for a link station. Link activation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Failed to send alert due to insufficient memory %s

**Explanation** Insufficient Memory was available to send an Alert. The Host will not see an Alert. The alert number below identifies the alert 1 - CPDB001 2 - CPDB002 3 - CPDB003 4,6 - CPDB004 5,7 - CPDB005 The alerts are detailed in the Management Services Reference (C30-3346) No other symptoms will be seen.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Fatal error detected in ISR session %s

**Explanation** ISR detected a fatal error in an intermediate session. The ISR session will be deactivated with the specified sense code.

**Recommended Action** This log should be preceded by a log 536 or 537. Follow the actions given in those logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Fatal error detected on LU6.2 session %s

**Explanation** Fatal error detected on LU6.2 session. Session will be deactivated with specified sense code.

**Recommended Action** This log gives additional information on the failed session, but is preceded by an exception log (150, 151, 153, 154, 155 156 or 157) giving more specific information about the fatal error.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Format error in received LU6.2 BIND request %s

**Explanation** Format error in received LU6.2 BIND request. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU 088C6000 - FQPCID not included in extended BIND 083B0000 - invalid FQPCID format Session activation will fail with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Format error in received LU6.2 BIND response %s

**Explanation** Format error in received LU6.2 BIND response. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in BIND RU Session activation will fail with specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Format error in received UNBIND request %s

**Explanation** Format error in received UNBIND request. This may indicate an interoperability problem. Sense codes are as follows. 0835xxxx - parameter error at offset xxxx in UNBIND RU 0895xyyy - format error in control vector, where xx is key of control vector, and yy is offset into control vector of byte in error 10020000 - RU length error None (session will still be deactivated).

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR is unable to support requested RU size %s

**Explanation** ISR is unable to support RU size requested on non-negotiable BIND request or response. Sense codes are as follows. 0835000A - maximum secondary send RU size is larger than that supported by ISR 0835000B - maximum primary send RU size is larger than that supported by ISR ISR session activation will fail with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR is unable to support requested pacing window size %s

**Explanation** ISR is unable to support fixed receive pacing window requested on non-negotiable BIND request or response. Sense codes are as follows. 08350009 - maximum primary send window size is larger than that supported by ISR 0835000D - maximum secondary send window size is larger than that supported by ISR ISR session activation will fail with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR session activation failed - ISR session limit reached %s

**Explanation** Intermediate session activation failed because SNA Switch is not configured to support any more intermediate sessions. This is usually caused by a normal network race condition (since SNA Switch will inform other network nodes that it has reached its limit on intermediate sessions via topology). ISR session activation will fail with the specified sense code (0805000D).

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - ISR session failure because of link outage or error %s

**Explanation** ISR session failed because of link outage or error. The ISR session will be deactivated with the specified sense code.

**Recommended Action** This log gives information on which ISR sessions are affected by a link outage or error. Preceding logs give more specific information about the reason for the link outage or error.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Inaccurate directory entry held for this LU %s

**Explanation** A directed locate for this LU has been tried, but the LU was not recognised at the end node stored in the directory. The directory entry is removed and a broadcast locate is sent instead.

**Recommended Action** None.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Incoming call rejected because port link-activation limits exceeded %s

**Explanation** An incoming call was rejected because the port link-activation limits would be exceeded. The link activation will fail.

**Recommended Action** If possible, increase the port link-activation limits.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to dynamically define dependent LU with host %s

**Explanation** Insufficient storage to dynamically define dependent LU with host. LU-SSCP session will not be activated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage for CP-CP sessions %s

**Explanation** Insufficient storage for CP-CP sessions. CP-CP sessions will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to BIND LU type 0,1,2 or 3 PLU-SLU session (as PLU) %s

**Explanation** Insufficient storage to BIND LU type 0,1,2 or 3 PLU-SLU session. BIND request will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate ISR session %s

**Explanation** Insufficient storage to activate ISR session ISR session activation will fail with the specified sense code (08120014).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU type 0,1,2 or 3 PLU-SLU session (as SLU) %s

**Explanation** Insufficient storage to activate LU type 0,1,2 or 3 PLU-SLU session. BIND request will be rejected with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU-SSCP session %s

**Explanation** Insufficient storage to activate LU-SSCP session. ACTLU will be rejected with specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3 (as LU) %s

**Explanation** Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3. ACTLU request will not be rejected with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3 (as SSCP) %s

**Explanation** Insufficient storage to activate LU-SSCP session for LU type 0,1,2 or 3. ACTLU request will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate LU6.2 session %s

**Explanation** Insufficient storage to activate LU6.2 session. Session activation will fail with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to activate link %s

**Explanation** Insufficient storage to activate link. Link activation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to define LU type 6.2 %s

**Explanation** Insufficient storage to define a new LU type 6.2.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to enable intra-node sessions %s

**Explanation** Insufficient storage to enable intra-node sessions. Intra-node session cannot be activated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to generate Alert CPSS003 %s

**Explanation** Insufficient storage to generate Alert CPSS003 (protocol error in received BIND or LOCATE). Alert will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to generate an Alert %s

**Explanation** Insufficient storage to generate Alert to report a BIND segmentation or pacing error. The Alert will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to generate link Alert %s

**Explanation** Insufficient storage to generate link Alert. Alert will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to initiate automatic session activation %s

**Explanation** Insufficient storage to initiate automatic session activation. Fewer active sessions will be available on the specified mode, which may cause application delays or failures.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to initiate session activation requested by ACTIVATE\_SESSION %s

**Explanation** Insufficient storage to initiate session activation requested by ACTIVATE\_SESSION verb. ACTIVATE\_SESSION will fail with NAP\_ACTIVATION\_FAIL\_NO\_RETRY

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to initiate session activation requested by [MC\_]ALLOCATE or CMALLC %s

**Explanation** Insufficient storage to initiate session activation requested by ALLOCATE, MC\_ALLOCATE or CMALLC. [MC\_]ALLOCATE will fail with primary\_rc of NAP\_ALLOCATION\_ERROR and secondary\_rc of NAP\_ALLOCATION\_FAILURE\_NO\_RETRY. CMALLC will fail with return\_code of CM\_ALLOCATION\_FAILURE\_NO\_RETRY

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to process ACTLU %s

**Explanation** Insufficient storage to process received ACTLU LU-SSCP session will not be started (an ACTLU -ve response with the specified sense code is sent).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to process Locate received from adjacent node %s

**Explanation** Insufficient storage to process Locate received from adjacent node. CP-CP sessions with the adjacent node will be deactivated (this avoids possible deadlocks).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to process received BIND request %s

**Explanation** Insufficient storage to process received BIND request. The BIND will be rejected with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to reassemble received BIND response %s

**Explanation** Insufficient storage to reassemble received BIND response. Session will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to register ANR label %s

**Explanation** Insufficient storage to register ANR label. HPR traffic using this ANR label will not be routed correctly, which may cause RTP connections to path-switch, or fail altogether.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to register resources owned by a served end node %s

**Explanation** Insufficient storage to register resources owned by a served end node. The specified resource will not be registered (and the registration request rejected). Network searches for the resource may fail if the end node is unable to register it.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start SNA Switch %s

**Explanation** Insufficient storage to start SNA Switch. SNA Switch was not started.

**Recommended Action** Make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start TP instance and conversation requested by received Attach %s

**Explanation** Insufficient storage to start the transaction program instance and conversation requested by a received Attach (FMH5). If other instances of the same transaction program are active, SNA Switch will queue the Attach waiting for one of them to become free. Otherwise, the session will be deactivated (with a sense code of 08640000).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start TP instance requested by TP\_STARTED %s

**Explanation** Insufficient storage to start the transaction program instance requested by TP\_STARTED. If other instances of the same transaction program are active, SNA Switch will queue the TP\_STARTED waiting for one of them to become free. Otherwise, the TP\_STARTED verb will fail with primary\_rc of NAP\_UNEXPECTED\_SYSTEM\_ERROR.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start a network search %s

**Explanation** Insufficient storage to start a network search. Session activation will fail with the specified sense code.

**Recommended Action** Make more resource available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start conversation requested by [MC\_]ALLOCATE or CMALLC %s

**Explanation** Insufficient storage to start a new conversation requested by ALLOCATE, MC\_ALLOCATE or CMALLC. [MC\_]ALLOCATE will fail with primary\_rc of NAP\_UNEXPECTED\_SYSTEM\_ERROR, or CMALLC with fail with return\_code of CM\_PRODUCT\_SPECIFIC\_ERROR

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to start link inactivity timer %s

**Explanation** Insufficient storage to start link-inactivity timer. Limited resource link will not be automatically deactivated.

**Recommended Action** If the link is idle (that is, not being used by any sessions), deactivate it using snasw stop link.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to update topology database with connection network %s

**Explanation** Insufficient storage to update topology database with connection network information. Topology will be inconsistent, which may result in unexpected session activation failures (typically with sense codes 8014xxxx, 0806002B, or 08500001).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch. Cycling the specified port (ie. either activating then deactivating, or deactivating then activating) may clear the condition.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Insufficient storage to update topology database with link station %s

**Explanation** Insufficient storage to update topology database with link station information. Topology will be inconsistent, which may result in unexpected session activation failures (typically with sense codes 8014xxxx, 0806002B, or 08500001).

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch. Cycling the specified link station (ie. either activating then deactivating, or deactivating then activating) may clear the condition.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Intra-node session support ended abnormally %s

**Explanation** Intra-node session support ended abnormally. This should only occur because of a shortage of available storage. Any active intranode sessions will fail, and no more intra-node sessions will be activatable.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Invalid internal state detected %s

**Explanation** A software error has caused a bad internal state to be detected. Potential loss of function - refer to other problem logs for actual effect.

**Recommended Action** Shut down and restart

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LEN LU registration failed because the LU name is already registered as the child of a different CP %s

**Explanation** Node is configured to register LEN LU names when BINDs from LEN nodes are passed through us. In this case registration failed due to a resource name conflict. The LU name is already registered as the child of a different CP. Registration of the resource in question will fail, so sessions to the LEN LU cannot be started except by the LEN itself. Other resources should still be registered correctly.

**Recommended Action** Check the network node's directory for the duplicate entry. If it is a home entry, then remove the home entry from the directory. If it is a registered entry owned by a different end node, redefine the LU to use a different name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification failed. %s

**Explanation** LU-LU verification failed. The partner LU has sent an incorrect response to a challenge sent by a local LU. This is either a mismatch in configuration or a security attack. Session activation will fail.

**Recommended Action** Check the identity of the partner LU. If this is a mismatch in configuration then reconfigure the password either at the local LU or at the partner LU (or at both LUs), so that both LUs have the same password.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification failed. %s

**Explanation** LU-LU verification failed. The partner LU has sent an incorrect response to a challenge sent by a local LU. This is either a security attack or a defect in the software at the partner LU location. The session will be deactivated.

**Recommended Action** Check the identity of the partner LU. If this is a defect in the software at the partner LU location then contact support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification protocol error %s

**Explanation** LU-LU verification protocol error. This may indicate an interoperability problem. The session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification protocol failed. %s

**Explanation** Duplicate random data received. A list is kept of all random data sent as challenges by the local LU. Receiving duplicate random data from a partner LU should be a rare event, and is evidence of a security attack. Session activation will fail.

**Recommended Action** Check the identity of the partner LU. Check that the random number generators available to the local and partner LUs are good quality (and therefore unlikely to generate matching data). Investigate recurrences of this problem as security attacks.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-LU verification protocol mismatch. %s

**Explanation** LU-LU verification protocol mismatch. The partner LU has requested that the basic protocol is used when the local LU runs only the enhanced protocol with the partner LU. The local LU may be configured to run only the enhanced protocol with the partner LU or it may be configured to run either protocol with the partner LU and has determined that the partner LU can run the enhanced protocol. This is either (i) a mismatch in configuration (ii) a migration problem (iii) a security attack. Session activation will fail.

**Recommended Action** Check the identity of the partner LU. If the problem is (i) reconfigure the verification protocol that the partner LU uses at the partner LU's location (ii) upgrade the software at the partner LU's location (iii) investigate the security attack.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - LU-mode session limit exceeded %s

**Explanation** LU-mode session limit exceeded. This problem normally should not occur, since the session limits are negotiated with a CNOS exchange prior to sessions being activated. However, this log can also be caused by a normal race condition when the session limits are reset, or when this node has been restarted after having previously had sessions with this partner LU. Session activation will fail with specified sense code.

**Recommended Action** If problem persists, check the session limits and active session counts on the specified local LU, partner LU.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to back-level LEN node not configured %s

**Explanation** An XID3 from an adjacent back-level LEN node (ie. not carrying a network name control vector) was received and there was not a link configured to that back-level LEN node. An implicit link cannot be activated because the adjacent node's CP name is not known. Inbound link activation will fail.

**Recommended Action** Define a link station (using snasw link) with adj\_cp\_type set to NAP\_BACK\_LEVEL\_LEN\_NODE.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to host not configured %s

**Explanation** An unexpected SET\_MODE (ie. received before XID exchange had completed) was received from an adjacent host and there was not a link configured to that host. An implicit link cannot be activated because there is not a local PU defined to use the link. Inbound link activation will fail.

**Recommended Action** Define a link station (using snasw link) with adj\_cp\_type set to NAP\_HOST\_XID3 or NAP\_HOST\_XID0.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to host not configured correctly (host is not a DSPU) %s

**Explanation** Link to host not configured correctly (that is, configured as a link to a DSPU). Link activation will fail.

**Recommended Action** Redefine (or define) link station (using snasw link) with adj\_cp\_type set to NAP\_HOST\_XID3 or NAP\_HOST\_XID0.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link to host not configured correctly (host is not a Type 2.1 node) %s

**Explanation** Link to host not configured correctly (that is, configured as a link to a Type 2.1 node). Link activation will fail.

**Recommended Action** Redefine (or define) link station (using snasw link) with adj\_cp\_type set to NAP\_HOST\_XID3 or NAP\_HOST\_XID0.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Link/session failure while registering resources with network node server %s

**Explanation** Link or session failure while registering resources with the network node server. CP-CP sessions to node will be deactivated.

**Recommended Action** This log flags the fact that a registration request was disrupted by the link or session failure. Other, more specific logs give details on the reasons for the failure, and the appropriate actions.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Locate received from adjacent node exceeded the maximum number of concurrent locates supported by this node %s

**Explanation** Locate received from adjacent node exceeded the maximum number of concurrent locates supported by this node. CP-CP sessions with the adjacent node will be deactivated (this avoids possible deadlocks).

**Recommended Action** The network will recover from this problem (that is, the CP-CP sessions will be reactivated). If the problem persists, collect trace and report it to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Network search not started because it would exceed the maximum number of concurrent locates supported by this node %s

**Explanation** Network search not started because it would exceed the maximum number of concurrent locates supported by this node. Session activation will fail with the specified sense code.

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - No free TG numbers %s

**Explanation** No free TG numbers between this node and the specified adjacent node. This should only occur if there are already 236 parallel TGs between this node and the adjacent node. Link activation will fail.

**Recommended Action** Re-configuring the network to reduce the number of parallel TGs between this node and the specified adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Parallel TGs not supported to this adjacent node %s

**Explanation** Attempted to activate more than one TG to an adjacent node that does not support parallel TGs. Link activation will fail.

**Recommended Action** Modify the configuration so that there is only one link station defined to the specified adjacent node. (Alternatively, several links to the adjacent node can be defined, but only one can be active concurrently.)

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Pre-defined TG number does not match that sent by adjacent node %s

**Explanation** The specified link station is configured with a pre-defined TG number but the adjacent node has sent a different non-zero TG number. Link activation will fail.

**Recommended Action** Correct mismatched TG number configuration at this node (using snasw link) or at adjacent node.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error in CP capabilities exchange %s

**Explanation** CP capabilities exchange has failed because of badly formatted CP CAPS GDS variable. Sense codes are as follows. 10101000 - CP capabilities length error 10101002 - Unexpected GDS identifier (not CP capabilities) CP-CP sessions with the specified adjacent node will be deactivated. SNA Switch will not attempt to reactivate CP-CP sessions with this adjacent CP.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error in received ISR BIND request %s

**Explanation** Protocol error in received ISR BIND request. This may indicate an interoperability problem. Sense codes are as follows. 08350008 - secondary-to-primary staging indicator incorrect 0835000C - primary-to-secondary staging indicator incorrect 10010024 - unextended non-LU6.2 BIND 10020000 - BIND RU length error ISR session activation will fail with the specified sense code.

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error in received ISR BIND response %s

**Explanation** Protocol error in received ISR BIND response. This may indicate an interoperability problem. Sense codes are as follows. 08350007 - control vectors included indicator incorrect 08350008 - secondary-to-primary staging indicator incorrect 0835000C - primary-to-secondary staging indicator incorrect 086F0000 - BIND response length inconsistent 10010024 - unextended non-LU6.2 BIND response 10020000 - BIND RU length error ISR session activation will fail with the specified sense code.

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Protocol error while registering resources with network node server %s

**Explanation** Protocol error while registering resources with the network node server. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - REQACTPU rejected %s

**Explanation** DLUS rejects REQACTPU with given sense code. An SSCP-PU session with the given DLUS will not be activated. If a backup DLUS is configured for the PU, DLUR will attempt to activate the PU via the backup DLUS.

**Recommended Action** Examine sense code and retry activation if appropriate.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND IPM on link where adaptive BIND pacing not supported %s

**Explanation** Received BIND IPM on link where adaptive BIND pacing is not supported. This may indicate an interoperability problem. BIND IPM will be discarded.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND request directed at this node with unrecognized secondary LU name %s

**Explanation** Received BIND request directed at this node (that is, either without an RSCV, or at the last hop on the RSCV) with an unrecognised secondary LU name. This usually indicates a configuration error at the primary LU. Session activation will fail with the specified sense code.

**Recommended Action** Correct primary LU configuration.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND request where network ID of secondary LU does not match local network ID %s

**Explanation** Received BIND request where network identifier of secondary LU does not match local network identifier. Session activation will fail with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND request with badly formed secondary LU name %s

**Explanation** Received BIND request with badly formed secondary LU name. This may indicate an interoperability problem. Session activation will fail with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received BIND using LFSID that is already in use %s

**Explanation** Received BIND using LFSID that is already in use. This is usually caused by a race condition (a BIND, UNBIND, BIND sequence all using the same LFSID, where the second BIND overtakes the UNBIND). Nodes at the current level of APPN contain 'LFSID ageing' processing to minimise the changes of this race condition, but some older implementations may not support this processing. BIND will be rejected with specified sense code.

**Recommended Action** If problem is persistent, or occurs frequently, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received ISR BIND request with duplicate FQPCID %s

**Explanation** Received ISR BIND request with duplicate FQPCID. ISR session activation will fail with the specified sense code. (083B0002)

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received PLU-SLU BIND request with duplicate FQPCID %s

**Explanation** Received PLU-SLU BIND request with duplicate FQPCID. Session activation will fail with the specified sense code. (083B0002)

**Recommended Action** Report the problem to support (running a trace on the specified link if more diagnostics are required).

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received Register/Delete GDS variable containing format errors %s

**Explanation** Received a Register or Delete GDS variable from a served end node which contained format errors. Sense codes are as follows. 08950000 - GDS variable or control vector length error. 10140080 - invalid control vector Register or delete attempt is rejected. The resources specified will not be registered

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received badly formed Locate from an adjacent node %s

**Explanation** Received badly formed Locate from an adjacent node. This may indicate an interoperability problem. Sense codes are as follows. 1010B080 - missing command parameters control vector in Found GDS variable 10140080 - GDS variable or control vector length error 1014A082 - missing search argument directory entry in Find GDS variable CP-CP sessions with adjacent node will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Received registration or deletion request from an unknown end node %s

**Explanation** Received a registration or deletion request from an unknown end node. This may indicate an interoperability problem, but is not considered fatal. The registration request is discarded.

**Recommended Action** None.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Registration failure notification received from network node server is badly formed %s

**Explanation** Registration failure GDS variable received from the network node server is badly formed. This may indicate an interoperability problem. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Remote node supplied a corrupted RSCV: the next hop is the local CP %s

**Explanation** An HPR Route Setup RU has been received with an RSCV that gives the local node as the next ANR hop. This is invalid. Therefore the remote node is sending invalid protocol data.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failed because network node server detected a protocol error in the Register request %s

**Explanation** A resource registration failed because the network node server detected a protocol error in the Register request. This may indicate an interoperability problem. Registration of the resource in question will fail, other resources should still be registered correctly.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failed because the resource conflicted with an existing entry in the network node's directory %s

**Explanation** A resource registration failed because the resource conflicted with existing resources in the network node server's directory. This most commonly occurs when two LUs with the same name are defined on two different end nodes being served by the same network node. It may also occur if the network node has a home directory entry defined for the same resource. Registration of the resource in question will fail, other resources should still be registered correctly.

**Recommended Action** Check the network node's directory for the duplicate entry. If it is a home entry, then remove the home entry from the directory. If it is a registered entry owned by a different end node, redefine the LU to use a different name.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failed with an unknown sense code %s

**Explanation** A resource registration failed with an unknown sense code. This may indicate an interoperability problem. No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Resource registration failure: resource already registered %s

**Explanation** Failed to register resource for a served end node because the resource is already registered but with a different parent resource. This typically occurs when the same LU is defined on two or more end nodes. The registration request is rejected, which may result in other resources not being registered, and subsequent network search failures.

**Recommended Action** Remove or rename the LU on one of the end nodes.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - SNA Switch DEBUG log %s

**Explanation** SNA Switch Debug log.

**Recommended Action** Report to SNA Switch technical support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - SNA Switch could not allocate necessary storage %s

**Explanation** SNA Switch could not allocate necessary storage. Some operation will fail. See other logs/verbs.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Served end node attempted to delete a home directory entry %s

**Explanation** A served end node attempted to delete a directory entry that is defined as a home entry at this node. This normally occurs when snasw location has been used to define LUs owned by served end or LEN nodes. The Delete request is rejected with the specified sense code.

**Recommended Action** Use no snasw location to remove the home entry from the directory.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Served end node attempted to delete a resource it doesn't own %s

**Explanation** Served end node attempted to delete a resource, when it was not registered as the owner of the resource. This may indicate an interoperability problem. The Delete request is rejected with the specified sense code. This may cause the end node to deactivate CP-CP sessions.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Session control request received with invalid LFSID %s

**Explanation** Session control request received with invalid local form session identifier (that is, the LFSID is not in a range appropriate for the request). This may indicate an interoperability problem. Request will be rejected with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Session identifier collision on received BIND request %s

**Explanation** Session identifier collision. The session identifier specified on a received BIND request matches the session identifier being an existing active session. Session activation will fail with specified sense code.

**Recommended Action** If problem is persistent or occurs often, contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The CP name on an XID3 received from adjacent node is different to that expected %s

**Explanation** The CP name on an XID3 received from an adjacent node is different to that expected. The link activation will fail.

**Recommended Action** If the received adjacent CP name is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the CP name check can be disabled by issuing snasw link with the adj\_cp\_name field set to all zeros.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The IPDLC UDP stub process has abended - SNAP IPDLC will abend %s

**Explanation** The UDP stub process has abended. IPDLC will abend itself. All links using SNAP-IPDLC will fail. SNAP-IPDLC will fail.

**Recommended Action** Check for the UDP/IP problem that caused the UDP stub to abend. If the reason cannot be determined, gather full trace and contact support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The node ID on an XID3 received from a back-level node is different to that expected %s

**Explanation** The node ID on an XID3 received from a back level node is different to that expected. The link activation will fail.

**Recommended Action** If the received node ID is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the node ID check can be disabled by issuing snasw link with the adj\_node\_id field set to all zeros.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - The node type indicated on an XID3 received from an adjacent node is different to that expected %s

**Explanation** The node type indicated on an XID3 received from an adjacent node is different to that expected. The link activation will fail.

**Recommended Action** If the received node type is correct, correct the link station configuration using snasw link. Depending on other aspects of the link station definition, the node type check can be disabled by issuing snasw link with the adj\_node\_type field set to NAP\_LEARN\_NODE.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to activate RTP connection %s

**Explanation** Unable to activate RTP Connection In certain situations, the origin may retry activation.

**Recommended Action** Examine sense code and retry activation if appropriate.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to activate session to single session partner LU, because there is an active session on another mode %s

**Explanation** Unable to activate session to single session partner LU, because there is already an active session on another mode. This usually indicates contention between two or more APPC transaction programs or CPI-C applications for the same dependent LU6.2. Session activation will fail with specified sense code (which may cause ALLOCATE, MC\_ALLOCATE or CMALLC requests to fail).

**Recommended Action** Collect trace and report the problem to support.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to assign LFSID to secondary stage of ISR session %s

**Explanation** Unable to assign a local-form session identifier (LFSID) to the secondary stage of an ISR session. This problem is probably caused by insufficient storage to extend the appropriate LFSID routing table, although it could also indicate that the table is full (each link can route a maximum of 64770 ISR sessions). ISR session activation will fail with the specified sense code.

**Recommended Action** This log gives information on which ISR session is affected by a failure in the LFSID table management. Preceding logs give more detail on the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to correlate received Register or Delete reply to a directory entry %s

**Explanation** Directory Error Correlator returned on a Register or Delete reply cannot be correlated to a directory entry. This is considered a protocol error and may indicate an interoperability problem. CP-CP sessions to node will be deactivated.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to deactivate port %s

**Explanation** Unable to deactivate port. snasw stop port will fail, port may not restart successfully.

**Recommended Action** If required, attempt to restart the port. If this fails, look for DLC specific logs giving more information on the reason for the failure.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to delete resources because this node is not authorised at the network node server %s

**Explanation** The network node server has rejected a Delete request with a sense code indicating this node is not authorised to register resources at the network node. This usually indicates a mismatch between the network node server's configuration (to consider this end node unauthorised) and this node's configuration (to register resources). No further resource registration or deletion will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Modify the network node server configuration to consider this node authorised.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to forward an HPR NLP - insufficient storage %s

**Explanation** Insufficient storage to forward HPR Network Layer Packet. NLP will be discarded. If this error occurs frequently, it may cause RTP connections to path-switch or fail altogether.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to identify or activate the next hop of an ISR session %s

**Explanation** Unable to identify or activate the next hop of an ISR session. ISR session activation will fail with the specified sense code.

**Recommended Action** This log is preceded by other logs giving more specific reasons for the failure. Follow the actions given in those logs.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to register resources because the network node server's directory is full %s

**Explanation** A resource registration failed because the network node server's directory is full. This may indicate a shortage of storage at the network node, or a configured upper bound on the size of its directory. No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Increase the size of the directory at the network server. This may be a simple configuration change, or it may require freeing up storage by reducing the load at the server.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unable to register resources because this node is not authorised at the network node server %s

**Explanation** The network node server has rejected a Register request with a sense code indicating this node is not authorised to register resources at the network node. This usually indicates a mismatch between the network node server's configuration (to consider this end node unauthorised) and this node's configuration (to register resources). No further resource registration will occur until CP-CP sessions are deactivated and reestablished.

**Recommended Action** Modify the network node server configuration to consider this node authorised.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unrecognized mode name in received BIND request %s

**Explanation** Mode name on received BIND request is unrecognized. Session activation will fail with the specified sense code.

**Recommended Action** Modify the partner LU configuration so it does not attempt to use the unrecognized mode.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - Unrecoverable DLC failure %s

**Explanation** Unrecoverable DLC failure. The DLC will be destroyed, and all ports and link stations defined on the DLC will be inoperative.

**Recommended Action** Restart the DLC and ports (using snasw start port). If these operations fail, or this problem is persistent, run a trace on the DLC and contact support with the log and trace information.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID exchange count exceeds activation limit %s

**Explanation** The number of XIDs received during link activation exceeded the limit defined for the port. This could indicate an XID protocol error, or an excessively unreliable physical media. The sense data gives more information about the error. 083E0001 - the limit was exceeded while exchanging prenegotiation or negotiation XIDs 0809003A - the limit was exceeded while exchanging NULL XIDs. Link activation will fail.

**Recommended Action** Retry the activation. If SNA Switch is still unable to activate the link station, run a trace on the link station or port to diagnose the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID exchange count exceeds nonactivation limit %s

**Explanation** The number of XIDs received during non-activation exchange exceeded the limit defined for the port. This could indicate an XID protocol error, or an excessively unreliable physical media. Non-activation XID exchange will fail and the link will be deactivated.

**Recommended Action** Run a trace on the link station or port to diagnose the problem, and contact support with trace information.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID protocol error during activation exchange %s

**Explanation** XID protocol error during activation exchange. This may indicate an interoperability problem between this node and the adjacent node, or it may be caused by the adjacent node resetting and restarting the exchange without sending a DISC or DM frame. The sense codes are as follows. 0806002C - the adjacent node has changed its network name during the course of an XID exchange 0809003A - received a null XID when an XID format 3 was expected 0809003C - prenegotiation XID received when not expected (had already received a negotiation proceeding XID3) 0809003D - nonactivation XID received when a null XID or activation XID was expected 08090040 - received an unexpected or invalid mode-setting command (eg. SNRM or SABME) 08090045 - the adjacent node has stopped supporting exchange state indicators in the middle of an XID exchange 08090046 - the adjacent node had previously indicated it did not support exchange state indicators, but has sent a XID with exchange state indicators set 08090047 - received XID after receiving mode-setting command (eg. SNRM or SABME) 08090048 - received unsolicited XID from NRM secondary link station 08090049 - the adjacent node sent an XID error control vector (x'22') 08090055 - invalid VRN in TG descriptor CV of XID3 086F0000 - XID3 control vector length error 088C1000 - the adjacent node is a network node, but did not include a product set identifier control vector in the XID3 088C0EF1 - the adjacent node is type 4 or 5, but did not include a PU name control vector 088C0EF4 - the adjacent node has not been inconsistent in including a network name control vector 088C4680 - an XID was received on an ATM port, but did not include a TG identifier TG descriptor subfield 08910004 - the network name control vector does not contain a valid network identifier 08910005 - the network name control vector does not contain a valid CP name 0895xyyy - XID3 control vector error (xx indicates key of first control vector in error, yy indicates offset of error within control vector) 08960000 - control vector too long 08960001 - network name control vector is too long 10150001 - received XID3 is too short (less than 29 bytes) 10150002 - length of received XID3 does not match length indicated in XID3 10160000 - the adjacent node indicated an invalid BIND pacing setting 10160001 - the maximum number of I-frames that the adjacent node can receive before sending an acknowledgement is set to zero 10160003 - the maximum BTU size the adjacent node can receive is set to less than 99 bytes 10160004 - unexpected XID format 10160005 - the adjacent end node supports receipt of BIND segments, but does not support BIND segment generation 10160006 - the adjacent end node does not support receipt of BIND segments and has a maximum BTU size less than 265 bytes 10160007 - the adjacent network node does not support receipt of BIND segments and has a maximum BTU size less than 521 bytes 10160008 - adjacent node has been inconsistent in its setting of networking capabilities 10160009 - the adjacent network node supports CP-CP sessions but does not provide CP services 1016000B - the adjacent node has selected zero as the TG number (which is invalid) 1016000C - the adjacent network node does not support BIND segment generation and has a maximum BTU size less than 521 bytes 1016000D - the adjacent node does not support the SDLC

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-3-UNAVAILABLE: PROBLEM - %lu - XID protocol error during non-activation exchange %s

**Explanation** XID protocol error during non-activation exchange. This may indicate an interoperability problem between this node and the adjacent node. The sense codes are as follows. 0809003A - received a null XID when an activation XID format 3 was expected 0809003B - received a null XID when a nonactivation XID format 3 was expected 0809003E - activation XID received when non-activation XID expected 0809003F - adjacent node initiated a secondary-initiated non-activation XID exchange on a link that does not support secondary-initiated non-activation XID exchanges 08090042 - nonactivation exchange initiation indicator not set when expected 0809004E - received a non-null XID from a secondary NRM link station, when a null XID was expected

10160002 - adjacent node has been inconsistent in its setting of ACTPU suppression indicator  
 10160008 - adjacent node has been inconsistent in its setting of networking capabilities 1016000B  
 - adjacent node attempted to change TG number during nonactivation exchange to a TG number that  
 was already in use 10160019 - adjacent node has attempted to change its CP name when CP-CP  
 sessions supported on link station, or link station not quiesced The link will be deactivated.

**Recommended Action** Run a trace on the link station or port to obtain more diagnostic information on the problem. Contact support with details of the log and trace.

**Error Message** %SNASW-3-UNAVAILABLE: Port %s activation failed: %s

**Explanation** An error was received from CLS. Typically, indicates a configuration error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Query %s failed. NOF primary rc=%x secondary rc=%x.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Resizing of %s buffer failed due to insufficient memory; using buffer-size of %d KB.

**Explanation** A cyclic trace buffer could not be resized due to insufficient memory. The previously allocated buffer, if any, will continue to be used.

**Recommended Action** Reconfigure a smaller buffer-size for the specified buffer type.

**Error Message** %SNASW-3-UNAVAILABLE: SNASW failed to process CLSI message, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: SNASW failed to process DLC message, header= %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNASW-3-UNAVAILABLE: Trap failed. %s MIB OID=%s index OID=%s.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SNASW-4

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS has sent an ACTPU with a PU name different from the name in the last ACTPU received for the same DSPU. %s

**Explanation** A DLUS has sent an ACTPU with a PU name that is different to the PU name in the last ACTPU received for the same DSPU. The PU name of this implicit or DLUS-defined DSPU will change its name to the name from this new ACTPU.

**Recommended Action** Reconfigure the DLUS(es) in the network to use the same PU name when referring to the same PU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS has sent an ACTPU with a PU name that is already in use %s

**Explanation** A DLUS has sent an ACTPU with a PU name that is already in use. The ACTPU will be rejected with the specified sense code. PU activation will not continue.

**Recommended Action** Reconfigure the DLUS or the DLUR to use different PU names. If the DLUS and the DLUR use the same PU name, then they must apply the name to the same PU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS has sent an ACTPU without a PU name %s

**Explanation** A DLUS has sent an ACTPU without a PU name. The ACTPU will be rejected with the specified sense code. PU activation will not continue.

**Recommended Action** Check the status of the named DLUS. Check that it is correctly configured. Optionally, reconfigure SNA Switch to use a different DLUS.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS-defined downstream DLUR-served link could not be defined %s

**Explanation** A DLUS-defined downstream DLUR-served link could not be defined because either:  
- the specified port does not exist - there is an existing link station to the same destination address.  
The PU will not be activated.

**Recommended Action** Correct the configuration.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A DLUS-defined downstream DLUR-served link failed to activate %s

**Explanation** A DLUS-defined downstream link failed to activate. The PU will not be activated.

**Recommended Action** Check that the named port is active. Check that the downstream node at the given address is powered on. Check surrounding logs for reasons that the named LS has not activated. Check the configuration of the DLUS.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A REQACTPU RSP has not been received. Possible hung PU problem %s

**Explanation** A REQACTPU RSP has not been received for this PU and it appears the PU is hung. There will be no further action taken

**Recommended Action** If this is an internal PU then contact support with details of this log. If this is a downstream PU then contact the supplier of the downstream node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A Route Setup Reply has been received with the backout sense code HPR will not be used for this session %s

**Explanation** The local node has received an HPR Route Setup Reply with the backout sense code. The Route Setup has failed because the destination node does not support RTP. No intermediate node supports RTP and was able to become the new destination. The Route Setup has failed and HPR will not be used for the session that is being activated. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A Route Setup has been backed out from the original destination to the new destination %s

**Explanation** The local node has received an HPR Route Setup Reply in which the destination node is not the same as the destination node that was in the corresponding Route Setup Request. The Route Setup has successfully backed out. The Route Setup is between the origin node and the new destination. RTP Connections will be activated between these two nodes. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR. Sessions that originate at (or beyond) the local node will use HPR from the local node to the new destination and use ISR from new destination and beyond it.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A conventional half-session has aborted. %s

**Explanation** Critical buffer shortage or protocol error or CRV exchange protocol error. This indicates a possible interoperability problem. Sense codes for CRV exchange errors are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

**Recommended Action** If surrounding logs indicate critical congestion, decrease the system load or make more resources available to SNA Switch. Otherwise, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A request to activate a connection network TG was rejected because a defined link was already active between the local and destination address and multiple links are not supported %s

**Explanation** SNA Switch cannot start a link to an adjacent node over a connection network TG because the DLC does not support multiple links between the local and destination addresses. The session will fail, with the specified sense code.

**Recommended Action** Check the local and destination link addresses.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - A request to activate a connection network TG was rejected because the local and destination link addresses were incompatible %s

**Explanation** SNA Switch cannot start a link to an adjacent node over a connection network TG because the link address on the local node is not compatible with the link address on the adjacent node. The session will fail, with the specified sense code.

**Recommended Action** Check the local and destination link addresses.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - APPC Transaction Program or CPI-C application has ended abnormally with active conversations %s

**Explanation** An APPC transaction program or CPI-C application has ended abnormally with active conversations. This usually indicates an error in the application. SNA Switch will deactivate all sessions currently being used by the application.

**Recommended Action** Run a trace on the APPC API or the CPI-C API to see the sequence of verbs causing the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Abnormal UNBIND request received %s

**Explanation** Abnormal UNBIND request received. This may indicate a configuration error, or a protocol error. The session will fail with the specified sense code.

**Recommended Action** If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Adjacent node registered an Associated Resource which was not an ENCP %s

**Explanation** The local node is a Branch Network Node or Network Node and a downstream node registered an Associated Resource that was not an ENCP resource.

**Recommended Action** None, the node will force the resource type to be ENCP.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Alert/Resolution received and cannot be sent %s

**Explanation** Memory failure in trying to allocate space to route a back-level alert or resolution to the parent MS process. The alert or resolution will not be sent. It is logged here.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - An LU received an aping with data size greater than the maximum allowed %s

**Explanation** An LU received an aping with data length greater than the maximum allowed. The conversation will be terminated with primary\_rc of DEALLOC\_ABEND.

**Recommended Action** Report the error. SNA Switch LUs should not be apinged with a data size greater than the defined maximum.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - An LU-SSCP session activation attempt failed because the SSCP was not suitable %s

**Explanation** An ACTLU was received for an LU from the wrong SSCP. The ACTLU is rejected with sense code 084B0000 (i.e. the LU activation attempt fails).

**Recommended Action** If it is required that the LU accepts the ACTLU (i.e. that the activation attempt succeeds) then the LU definition must be changed so that either i) the LU requires the particular SSCP Identifier that is actually received from the SSCP ii) the LU accepts any SSCP Identifier.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - An attempt to activate a persistent pipe to a DLUS has failed %s

**Explanation** DLUR has requested a persistent pipe to a DLUS but the DLUS does not support persistent pipes. The sense codes are as follows. 088E0009 - the DLUR has failed the pipe activation because it requires all pipes to be persistent. 08A0000C - the DLUS has failed the pipe activation because there is no PU needing service. The attempt to activate a persistent pipe to the DLUS will fail.

**Recommended Action** If the DLUR is unable to contact a different DLUS that does support persistent pipes then the following should be considered. If the sense code is 088E0009 then DLUR requirement for persistent pipes could be removed. Otherwise, the DLUS must be upgraded to support persistent pipes.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Application sent invalid Acknowledgment or Status message %s

**Explanation** LU type 0,1,2 or 3 application sent invalid Acknowledgment or Status message. Status Error sent to application.

**Recommended Action** Investigate the error in the application.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Application sent invalid Data message %s

**Explanation** LU type 0,1,2 or 3 application sent invalid Data message. Status Acknowledge (NACK-2) sent to application.

**Recommended Action** Investigate the error in the application.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Application sent invalid Status Control message %s

**Explanation** LU type 0,1,2 or 3 application sent invalid Status Control message. Status Control (NACK-2) sent to application.

**Recommended Action** Investigate the error in the application.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Automatic retry of CP-CP sessions on a timer has failed %s

**Explanation** The node failed to start a timer in order to retry CP-CP sessions to a Network Node Server. The node will not automatically attempt to activate CP-CP sessions and so may be left with no CP-CP sessions at all or CP-CP sessions with a node that is not the best available. CP-CP sessions will however be retried in the normal way when a local application needs them or a new link activates.

**Recommended Action** None if CP-CP sessions are not required or if the administrator is happy with the existing Network Node Server. If the administrator wants to start CP-CP sessions they can be started manually.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - BIND race with single-session partner LU - partner LU has lost race %s

**Explanation** BIND race with single-session partner LU. This is a normal network race condition. The race is resolved in favour of the LU with the higher name. In this case the partner LU lost the race. Session activation will fail with specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Buffer congestion relieved %s

**Explanation** Buffer congestion relieved. SNA Switch will stop throttling back session traffic. If the congestion eases further SNA Switch will start to increase pacing windows on adaptively paced sessions.

**Recommended Action** None

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CP-CP sessions deactivated while broadcast Locate outstanding %s

**Explanation** CP-CP sessions deactivated while broadcast Locate in process. Session activation may fail.

**Recommended Action** This log simply flags the fact that a session failure impacted a pending broadcast Locate. Other, more specific, logs give reasons for the session failure and appropriate actions.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CP-CP sessions established between network nodes in different networks %s

**Explanation** CP-CP sessions established between two network nodes in different networks. CP-CP sessions will be deactivated with the specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CP-CP sessions established with end node: invalid directory entry removed %s

**Explanation** CP-CP sessions have been established with an adjacent end node which was previously defined using snasw location. The invalid directory definitions for the end node and any of its LUs will be removed.

**Recommended Action** Do not configure the invalid entries in future.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CPSVRMGR pipe session failure %s

**Explanation** CPSVRMGR pipe failed to specified DLUS. Any PUs using the specified DLUS are deactivated (that is, DACTPU(cold) is sent. DLUR may attempt to contact one or more backup DLUS's, if configured.

**Recommended Action** If a pipe with backup DLUS is not initiated automatically manually restart any required PUs

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CRV exchange failed %s

**Explanation** CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

**Recommended Action** Use information on the session deactivated problem log (log 271) to identify the local LU and partner LU, and correct the mismatch in cryptography keys.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CRV exchange failed on a PLU-SLU session. The session will fail %s

**Explanation** CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

**Recommended Action** Use information on the session deactivated problem log (log 271) to identify the local LU and partner LU, and correct the mismatch in cryptography keys.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - CRV exchange failed on a PLU-SLU session. The session will fail. %s

**Explanation** CRV exchange failed. This indicates the cryptography keys configured at this LU and the partner LU are inconsistent. Session will be deactivated with the specified sense code (08350001).

**Recommended Action** Correct the mismatch in cryptography keys.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Central Resource Registration failure %s

**Explanation** Central Resource Registration failure. Network performance may degrade because of additional broadcast Locate searches.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Central Resource Registration failure: invalid correlator received %s

**Explanation** Central Resource Registration failure and invalid correlator received. Network performance may degrade because of additional broadcast Locate searches.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Connection Setup NLP received for previous NCE instance %s

**Explanation** A connection setup NLP has been received, specifying a previous instance of this NCE. The NCE must have been shut down and restarted since processing the Route Setup request No RTP connection can be started, so the NLP will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Connection Setup NLP rejected because it specified unsupported Topic ID %s

**Explanation** A Connection Setup NLP was rejected because it specified the CP-CP session or Route Setup Topic ID, but was received on a TG which does not support the Control Flows over RTP Tower. The CP-CP session or Route Setup RTP Connection will fail with sense code HA0010017.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Correlator clash detected in MDS\_MU processing %s

**Explanation** A correlation error was detected while processing an MDS\_MU. The MDS\_MU will not be processed. If the MDS\_MU originated at the local node the SEND\_MDS\_MU verb containing the MDS\_MU will be returned to the sending application noting the error. If the MDS\_MU did not originate from the local node, an error message will be returned to the originating application. An error message may also be sent to other applications if they are affected by the correlation clash.

**Recommended Action** User should reissue the SEND\_MDS\_MU but with a correct correlator value.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Critical buffer congestion %s

**Explanation** The Buffer Manager Monitor detected critical buffer congestion SNA Switch will throttle back session traffic by withholding pacing responses or resetting pacing windows on adaptive-paced sessions until the congestion has reduced.

**Recommended Action** This condition can occur if the node receives a large, sudden burst of data traffic on several sessions. The condition should clear itself automatically, but if it occurs frequently, it may indicate the node is routing more sessions than it can handle efficiently with the available buffer storage. Reduce the number of sessions through the router.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Critical buffer congestion detected while attempting to relieve congestion %s

**Explanation** The Buffer Manager detected critical buffer congestion while attempting to relieve a previous congestion condition. SNA Switch will throttle back session traffic by withholding pacing responses or resetting pacing windows on adaptive-paced sessions until the congestion has reduced.

**Recommended Action** This condition can occur if the node receives a large, sudden burst of data traffic on several sessions. The condition should clear itself automatically, but if it occurs frequently, it may indicate the node is routing more sessions than it can handle efficiently with the available buffer storage. Reduce the number of sessions through the router.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - DLUS-defined DSPU name clashes with locally-defined DSPU name %s

**Explanation** A DLUS-defined DSPU name clashes with the locally-defined DSPU name of a different PU. An implicit link will fail. The ACTPU for the DSPU connected over this link will be rejected.

**Recommended Action** Reconfigure this node, or the DLUS, to remove the clash in the use of this PU name. If the DLUS and the DLUR use the same PU name, then they must apply this name to the same PU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Deactivating intermediate session because of insufficient storage %s

**Explanation** Deactivating intermediate session because of insufficient storage. The intermediate session will be deactivated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Delete request failed because the resource was not found or not removable %s

**Explanation** A Delete request failed, either because the entry was defined as a home entry at the network node server, or because the resource was not found. Neither error is severe, and will not affect future registration and deletion, or other aspects of network operation. Delete attempt has failed, further deletion and registration will continue unaffected.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Dependent LU session deactivated because LU deleted %s

**Explanation** A dependent LU-LU session has been deactivated because the LU has been deleted. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Different PUs have LUs whose names clash %s

**Explanation** Two LUs of the same name exist under different PUs. One is already activated and DLUS has attempted to activate the other. The second LU will not be activated.

**Recommended Action** Rename one of the LUs with a unique network name.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Duplicate FQPCID prevents start of network search %s

**Explanation** A LOCATE message received with duplicate PCID. This could occur if two LEN nodes send BINDs to SNA Switch at the same time and with the same PCID. Session activation will fail with the specified sense code.

**Recommended Action** None. The downstream box should retry the session activation using a different PCID.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Entry could not be added to signed-on-to list sending PV sign-on Attach. %s

**Explanation** The local LU failed to add an entry into the signed-on-to list when sending a PV sign-on Attach (FMH-5) due to resource shortage. The Attach will be sent, but will not contain the sign-on request.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error data received from partner LU. %s

**Explanation** The partner TP issued a SEND\_ERROR or DEALLOCATE verb specifying error data. An error state was generated by the partner TP. The specified TP will experience a problem. Subsequent recovery or termination of the conversation will be determined by the applications.

**Recommended Action** Check that both the local TP and the partner TP exist, are correctly named, and are working properly.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error data sent to partner LU. %s

**Explanation** The local TP issued a SEND\_ERROR or DEALLOCATE verb specifying error data. The specified TP will experience a problem. Subsequent recovery or termination of the conversation will be determined by the applications.

**Recommended Action** Check that both the local TP and the partner TP exist, are correctly named, and are working properly.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error message received at MS Capabilities (delivery failure) %s

**Explanation** MS Capabilities received an error message. This is assumed to be the result of a send failure. The error message received will be logged so that send failure types can be examined. MS capabilities will take appropriate recovery action if the failed send affects the focal point table.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Error on alert send not correlated with entries on send alert queue %s

**Explanation** The system was unable to correlate an error received on an alert send with the alerts stored in the send alert queue. The send alert queue is either too small and the original alert has been deleted or a previous error prevented the alert from being held on the queue. The alert will not be sent to the focal point.

**Recommended Action** Investigate whether prior memory shortage caused alert not to be held on the queue.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to adjust a buffer pool %s

**Explanation** The desired number of buffers could not be reserved for a buffer pool. The receive pacing window size for the session will not increase as fast as configured.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to contact a DLUS for PU. Retry count exceeded. %s

**Explanation** The DLUR has failed to contact either the DLUS or the backup/ default DLUSs after the configured number of retries. Contact is not made with the DLUS.

**Recommended Action** Check earlier logs for causes of individual failures to contact Host. Resolve any problems or increase the timeout or retry count and try again.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to contact one or both of the default DLUS when attempting to activate a persistent pipe required by a DLUS-dependent port. The retry count is exceeded. %s

**Explanation** The DLUR has failed to contact either the default primary DLUS or the default backup DLUS or both after the configured number of retries when attempting to activate a persistent pipe required to enable a DLUS-dependent port. The DLUS-dependent port is not enabled.

**Recommended Action** Check earlier logs for causes of individual failures to contact Host. Resolve any problems or increase the timeout or retry count and try again.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Failed to register resource with NNS/CDS %s

**Explanation** Failed to allocate memory for storage of resource in the register list. Registration will not take place immediately.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Following alert failed to be sent to focal point %s

**Explanation** The system received a send failure for an alert stored on the send alert queue. No held alert function is available to store the alert until another focal point is established. alert to the alert handler. The alert will not be sent, however, it will be logged.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Following locally originated MSCAPS message failed to be sent %s

**Explanation** The system received a send failure for a local MS capabilities originated message. MS capabilities will treat the send failure as a loss of connectivity to the partner node. If focal point relationships are affected then MS capabilities will take appropriate recovery action.

**Recommended Action** Investigate cause of failed send.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - HPR Route Setup RU received with existing FQPCID %s

**Explanation** An HPR Route Setup RU has been received with an FQPCID that matches an existing route. The message will be rejected and the route not established.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - HPR Route Setup RU received with format errors %s

**Explanation** An HPR Route Setup RU has been received with format errors The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - HPR manager failed to obtain memory to send indication %s

**Explanation** HPR manager failed to get memory to send an RTP indication. The data\_lost flag will be set in the next indication successfully sent.

**Recommended Action** Investigate memory shortage.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to allocate necessary storage %s

**Explanation** IPDLC could not allocate necessary storage. Some operation may fail. See other logs.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to create a UDP stub %s

**Explanation** IPDLC failed to create a UDP stub. Port activation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to grow a link hash table %s

**Explanation** IPDLC failed to grow a link hash table. Data transmission rates may be marginally degraded.

**Recommended Action** If there are few instances of this log, IPDLC has recovered, and no action is required. If this log occurs repeatedly, then either decrease the system load (for example, by reducing the number of active links), or make more storage available to SNAP-IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC failed to request a posting %s

**Explanation** IPDLC failed to request a posting. Link activation may fail or data transmission may be delayed.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active links), or make more storage available to IPDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - IPDLC's UDP stub has failed to initialise %s

**Explanation** IPDLC has created a UDP stub, but the UDP stub failed to initialise successfully. Port activation will fail.

**Recommended Action** Check surrounding logs and other diagnostics for reports of a failure from a UDP stub process.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Implicit alias space wrapped %s

**Explanation** The space for implicit aliases has wrapped. There is a very slight possibility of duplicate aliases.

**Recommended Action** Shut down and restart to avoid any conflict.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Inconsistent DLUS Names %s

**Explanation** Inconsistent DLUS Names. The Host has requested the activation of a Downstream link to a PU by sending an ACTPU. The link is configured to request a different DLUS. The DLUS initiating the activation is used.

**Recommended Action** None required. If the Host DLUS is the regular DLUS (i.e., not a backup) then adjust the downstream link configuration when convenient.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Independent LU session deactivated because LU deleted %s

**Explanation** An independent LU-LU session has been deactivated because the local LU has been deleted. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient buffers to create new buffer pool %s

**Explanation** Insufficient buffers to create a new buffer pool Activation of some resource (eg. session, LS) will fail. See other logs.

**Recommended Action** Investigate buffer shortage and system load.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient information to create a DLUS-defined link to a DLUR DSPU %s

**Explanation** Insufficient information to create a DLUS-defined link. A PU will not be activated. The ACTPU for the named PU will be rejected with the given sense code.

**Recommended Action** Correct the PU definition at the DLUS. The DLUS-defined link could not be created using the information from the DLUS in the TG descriptor (CV x'46') shown below. For example, for a Token-Ring link to be created, SNA Switch requires the x'46' to contain the following subfields. - x'91' Signaling information CV specifying EBCDIC 'TR'. - x'92' Port identifier containing an 8-byte EBCDIC port name. - x'93' LSAP info containing a 1-byte destination SAP address. - x'94' MAC info containing a 6-byte destination MAC address.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient resources to (un)register adjacent LEN %s

**Explanation** Branch Network node has insufficient resources to (un)register an adjacent LEN node. The directory of this node and/or that of its NNS may become inconsistent, in that the LEN CP will still be there when it should not be, or vice versa. Thus session activation to the LEN may fail when a link to it is active, or neighbouring nodes may believe the LEN to be contactable when the link to it is down.

**Recommended Action** Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient resources to register LU on adjacent LEN %s

**Explanation** Branch Network node has insufficient resources to register an LU on an adjacent LEN node. The LU resource may not be put into the directory, and may not be accessible to other resources.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient resources to register adjacent LEN LU %s

**Explanation** Branch Network node has insufficient resources to register an adjacent LEN node's LU. The directory of this node and/or that of its NNS may become inconsistent, in that the LEN LU will not be registered when it should be. Thus session activation to the LEN LU may fail when a link to it is active.

**Recommended Action** Ensure sufficient resources are available to SNA Switch and then re-cycle the link to the required state.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to create new buffer pool %s

**Explanation** Insufficient storage to create a new buffer pool. Activation of some resource (eg. session, LS) will fail. See other logs.

**Recommended Action** Investigate memory shortage and system load.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to deactivate limited resource session %s

**Explanation** Insufficient storage to deactivate limited resource session. The limited resource session will not be deactivated (although it may be deactivated later). This could result in limited resource links being kept active while they are not required.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to deactivate link %s

**Explanation** Insufficient storage to deactivate a link. The link will not be deactivated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to deliver MDS\_MU to a registered application %s

**Explanation** Insufficient storage to deliver MDS\_MU to a registered application. The MU will be returned to the sender indicating a resource shortage error.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to forward Alert generated by DLC %s

**Explanation** Insufficient storage to forward Alert generated by DLC. Alert will be discarded.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to generate Alert %s

**Explanation** Insufficient storage to generate Alert to report invalid received data. Alert is not generated.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to initialise half session %s

**Explanation** Insufficient storage to initialise the half session. The half session will fail to activate with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to pass Alert data to registered Alert handler %s

**Explanation** Insufficient storage to pass Alert to registered Alert Handler. The alert will not be sent, however, it will be logged.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to perform orderly link deactivation (link deactivated immediate instead) %s

**Explanation** Insufficient storage to perform orderly link deactivation, performing immediate deactivation instead. None.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to process received MS Capabilities information %s

**Explanation** Insufficient storage to processed received MS Capabilities information. The category for which this failure occurred will be reset.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to queue Alert/Resolution for error correlation, %s

**Explanation** Insufficient storage to queue alert or resolution for error correlation The alert or resolution will not be queued, and thus, if an error message regarding the failure to send this alert or resolution is received, MDS will be unable to correlate it. If the alert or resolution is sent successfully, no further problems will result.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to report RTM statistics to Host %s

**Explanation** Insufficient storage to report RTM statistics to host. RTM statistics displayed by host will be inconsistent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to report RTM status to application %s

**Explanation** Insufficient storage to report RTM status to application. RTM statistics reported and displayed by application may be inconsistent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to request posting %s

**Explanation** Insufficient storage to request posting The component using the Buffer Manager may fail to operate or lock up. See other logs for effects.

**Recommended Action** Investigate memory shortage and system load.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to send RTM statistics to host %s

**Explanation** Insufficient storage to send RTM statistics to host. RTM statistics displayed by host will be inconsistent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to update ANR routing tables following activation of an HPR-capable link %s

**Explanation** Insufficient storage to update ANR routing tables following activation of an HPR-capable link. HPR traffic using this ANR label will not be routed correctly, which may cause RTP connections to path-switch, or fail altogether.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Insufficient storage to update ANR routing tables following deactivation of an HPR-capable link %s

**Explanation** Insufficient storage to update ANR routing tables following deactivation of an HPR-capable link. The node may not be able to free resources that are no longer required but will otherwise operate normally.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Invalid ARB support received from remote node %s

**Explanation** A value for ARB support that the local node does not support has been received in an ARB setup segment. The remote node has not completed the ARB negotiation correctly. This is a protocol error. The connection will be deactivated.

**Recommended Action** Investigate the cause of the error at the adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Invalid MU type received by DLUR %s

**Explanation** An invalid MU type has been received by DLUR from an internal or downstream PU. None (the invalid MU will be discarded).

**Recommended Action** If this is an internal PU then contact support with details of this log. If this is a downstream PU then contact the supplier of the downstream node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Invalid TG descriptor received from DLUS %s

**Explanation** An invalid TG descriptor was received from a DLUS. The PU will not be activated.

**Recommended Action** Check the configuration of the DLUS named by this log. Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LDLC command frame retry limit exceeded %s

**Explanation** LDLC command frame retry limit exceeded. Link activation will fail, or an active link will be brought down.

**Recommended Action** Check connectivity to remote address

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LDLC link reported inoperative by underlying media %s

**Explanation** LDLC link reported inoperative by underlying media. Link activation will fail, or an active link will be brought down.

**Recommended Action** Check for faults at the supplied destination address. Check for faults and error conditions in the underlying drivers and media. Check for connectivity in the underlying media. Check for outages on the connection path. Check all your wires are still plugged in.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LFSID in use, moving on to next one. %s

**Explanation** An LFSID was found to be in use so SNA Switch is using a different one.

**Recommended Action** If this log appears frequently, inform your support contact.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 format error %s

**Explanation** LU type 0,1,2 or 3 format error. This may indicate an interoperability problem. The PIU containing the error is discarded.

**Recommended Action** Contact support with details of the problem

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally because of insufficient storage %s

**Explanation** LU type 0,1,2 or 3 session ended abnormally because of insufficient storage. Session will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally because of invalid application data %s

**Explanation** LU type 0,1,2 or 3 session ended abnormally because of invalid data received from application. Session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU type 0,1,2 or 3 session ended abnormally while receiving data %s

**Explanation** LU type 0,1,2 or 3 session ended abnormally while receiving data. Session will be deactivated with the specified sense code.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU-mode session limit exceeded - BIND race %s

**Explanation** LU-mode session limit exceeded - BIND race. This is normal race condition caused by both the local LU and partner LU attempting to activate the last session on the mode simultaneously. The race will be resolved in favour of the node with the higher name. In this case the partner LU has lost the race. Session activation will fail with specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU6.2 response correlation error %s

**Explanation** LU6.2 response correlation error. This may indicate an interoperability problem. Sense codes are as follows. 200E0000 - uncorrelated positive response, or uncorrelated RTR response. Session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU6.2 session ended abnormally  
- insufficient storage %s

**Explanation** LU6.2 session ended abnormally because of insufficient storage. Session will be deactivated with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - LU6.2 session state error %s

**Explanation** LU6.2 session state error. This may indicate an interoperability problem. Sense codes are as follows. 20020000 - chaining sequence error 20030000 - bracket state error 20040000 - received normal flow request when half-duplex flip-flop state not receive 200A0000 - immediate request mode violated by partner LU 200B0000 - queued response indicator invalid 200E0000 - unexpected SIGNAL response 200F0000 - received unexpected response or received EXPD RU before previous EXPD RU has been acknowledged 20120000 - unexpected sense code on negative response 40040000 - received RQE, BB, CEB chain from contention loser 40110000 - RU category of response doesn't match request 40120000 - request code of response doesn't match request 40210000 - QRI setting on response doesn't match request The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link activation race detected  
- adjacent node responsible for disconnect %s

**Explanation** A link activation race was detected on an ATM port. The remote node is responsible for resolving this race. The local node will send a negotiation error CV indicating that the remote link activation request should fail. The local node's link activation request will succeed.

**Recommended Action** This is a normal race condition - no action is required.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link activation race detected  
- local node responsible for disconnect %s

**Explanation** A link activation race was detected on an ATM port. The local node is responsible for resolving this race. The local node will disconnect its link. The remote node's link activation request will succeed.

**Recommended Action** This is a normal race condition - no action is required.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link activation retry limit reached %s

**Explanation** An automatic retry link station is still inactive after the maximum allowed number of retries. The link station will remain inactive awaiting operator intervention. In the mean time, the activation of any sessions relying on this link station will fail.

**Recommended Action** Check surrounding logs for link activation failures. Check the configuration of the link station. Check the state of the adjacent node. Issue snasw start link to retry activation.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link failure because too many outgoing packets are queued for transmission %s

**Explanation** A remote node is not processing information fast enough and is causing large queues to form on this node. Link failure.

**Recommended Action** Check the error logs on the remote node that this link is connected to.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link failure because too many outgoing packets are queued for transmission %s

**Explanation** A remote node is not processing information fast enough and is causing large queues to form on this node. Link failure.

**Recommended Action** Check the error logs on the remote nodes that this MLTG is connected to.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link failure caused HPR route setup request to be dropped %s

**Explanation** Link failure between this node and source of Route Setup req The route setup request is dropped by this node. The partner node on that link should generate -ve reply.

**Recommended Action** Investigate link failure.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Link not configured for automatic activation or last stopped non-automatically %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the link station was not configured to be automatically activated or was last stopped non-automatically. The session or application will fail, with the specified sense code.

**Recommended Action** Either manually activate the link (using snasw start link), or redefine the link to support automatic activation (using snasw link).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Local node has received a HPR Route Setup RU that it cannot forward because the next hop is not HPR-capable so is acting as the new destination %s

**Explanation** The local node has received an HPR Route Setup RU that it cannot forward because the next hop in the route is not HPR-capable. The local node supports RTP so can act as the destination. The Route Setup will be between the origin node and the local node (the new destination). RTP Connections will be activated between these two nodes. This is a normal event when the local node has an auto-activateable link to a node that does not support RTP. Sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination and beyond it.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Local node has received a HPR Route Setup RU that it cannot forward because the next hop is not HPR-capable so is replying with the backout sense code %s

**Explanation** The local node has received an HPR Route Setup RU that it cannot forward because the next hop in the route is not HPR-capable. The local node does not support RTP so it can not act as the destination node and replies with the backout sense code. The Route Setup between the origin node and the destination fail. RTP Connections cannot be activated between these two nodes. This is a normal event when the local node has an auto-activateable link to a node that does not support HPR. It may be possible for an intermediate node in the route that supports RTP to take over the role of the destination node for the Route Setup. If this happens sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination to the local node (and beyond it). If no intermediate node is able to act as the destination then HPR will not be used at all by such sessions.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Local node is the destination of a HPR Route Setup RU but does not support RTP so is replying with the backout sense code %s

**Explanation** The local node has received an HPR Route Setup RU as the destination node but cannot accept it because it does not support RTP. The local node replies with the backout sense code. The Route Setup between the origin node and this node will fail. RTP Connections cannot be activated between these two nodes. This is a normal event when another HPR-capable node has an auto-activateable link to this node. It may be possible for an intermediate node in the route that supports RTP to take over the role of the destination node for the Route Setup. If this happens sessions that originate at (or beyond) the origin node will use HPR from the origin to the new destination and use ISR from the new destination to the local node (and beyond it). If no intermediate node is able to act as the destination then HPR will not be used at all by such sessions.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Locate search failed: search error %s

**Explanation** A network search for which this node was the originator or the network node server has failed. The most common sense codes are as follows (the sense code is an amalgam of sense codes received from the various nodes that took part in the search). 08900060 - insufficient storage to process Locate search 08900010 - routing error on a directed Locate search 08900070 - session outage in the search tree 0812000A - insufficient resources at the CDS These sense codes usually indicate a transient problem in the network (either a resource shortage, or link failure). Session activation will fail with the specified sense code.

**Recommended Action** Retry the session activation. If the problem persists, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Locate search timed out %s

**Explanation** Local node timed out waiting for a Locate response from the specified adjacent node. This typically indicates a problem in another node in the network not responding to Locates (possibly because only one CP-CP session is active with an adjacent node). The Locate will be failed with the specified sense code, which is one of the following 08120010 - the adjacent CP is short of resources, CP-CP sessions will be deactivated 08900060 - search failure: the adjacent CP does not have sufficient resources (CP-CP sessions will not be deactivated)

**Recommended Action** Verify that there are no nodes in the network with a single CP-CP session active to an adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MDS unable to get memory for SNASVCMG session list entry %s

**Explanation** MDS unable to get memory for a SNASVCMG session control block. The control block will not be obtained.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MDS unable to get memory to send TP\_ENDED %s

**Explanation** MDS unable to get buffer to send TP\_ENDED for SEND\_TP. TP\_ENDED will not be sent.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MS Capabilities unable to send request due to memory shortage %s

**Explanation** MS Capabilities failed to get space to send a message. The message will not be sent. If the intended message was a request for focal point services, MS will pursue focal point services alternatively. If the intended message was to revoke a previous focal point, the message will not be sent. The node will still appear in the focal point's sphere of control list.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MS unable to add time stamp and/or product set id %s

**Explanation** The system was unable to add the product set id or the date time stamp requested due to either memory shortage or the addition causing an NMVT to exceed maximum size. Additions will not be made to the signal.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MS unable to allocate space for link control block %s

**Explanation** The system was unable to allocate resource to set up a link control block for a received PU\_STATUS message. The active link will be treated as unknown by MS. Any messages received over the link will be returned as undeliverable. Any TRANSFER\_MS\_DATA or SEND\_MDS\_MUs received from applications specifying the link in the PU\_STATUS will be returned with link\_name unknown.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - MU format errors %s

**Explanation** LU6.2 session format error. This may indicate an interoperability problem. Sense codes are as follows. 080F6051 - security error (FMH12 error) 10030000 - function not supported (unrecognised request code) 10050000 - SIGNAL or LUSTAT request too short 10084001 - invalid FM header type (not 5, 7 or 12) 40030000 - BB not allowed 40040000 - CEB or EB not allowed 40070000 - definite response not allowed 40090000 - CD not allowed 400B0000 - chaining error or EC,RQE1/2,CD RU received on full-duplex conversation 400C0000 - bracket error 400F0000 - incorrect use of format indicator (FI) 40100000 - alternate code not supported 40110000 - incorrect specification of RU category 40120000 - incorrect specification of request code 40130000 - incorrect specification of SDI and RTI 40140000 - incorrect use of DR1I, DR2I and ERI 40150000 - incorrect use of QRI 40160000 - incorrect use of EDI 40170000 - incorrect use of PDI 40180000 - incorrect setting of QRI with bidder's BB 40190000 - incorrect indicators with last-in-chain request The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory Failure in MDS creation sequence %s

**Explanation** MDS failed to get needed memory during the creation sequence. The MDS creation will fail.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in MDS\_MU processing %s

**Explanation** The system was unable to needed memory for processing an MDS\_MU. The MDS\_MU will not be processed. If the MDS\_MU originated at the local node the SEND\_MDS\_MU verb containing the MDS\_MU will be returned to the sending application noting the error. If the MDS\_MU did not originate from the local node, an error message will be returned to the originating application.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in processing signal %s

**Explanation** The system was unable to allocate memory to process an incoming TRANSFER\_MS\_DATA or SEND\_MDS\_MU or register signal. The signal will be returned to the sender noting the resource shortage error.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in trying to send an alert %s

**Explanation** The system was unable to allocate memory needed to send an alert. The alert will not be sent, however, the sense code of the alert will be logged.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage in verb processing %s

**Explanation** The system was unable to allocate control block space to process an incoming verb. The verb will not be processed and it will be returned to the sending application with a primary return code of NAP\_UNEXPECTED\_SYSTEM\_ERROR.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Memory shortage preventing data log %s

**Explanation** The system was unable to allocate memory and was thus unable to log data supplied by the user. The data will not be logged.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - NLP received for RTP connection which no longer exists %s

**Explanation** An NLP has been received for an RTP connection which no longer exists The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - NLP received with format errors %s

**Explanation** An NLP has been received with format errors The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Network Node server not required %s

**Explanation** Network Node server not required. This is logged when a back-level APPN network node (ie. one that does not support function set 1015) attempt to activate CP-CP sessions with SNA Switch (EN) when it already has a network node server. The CP-CP session will be deactivated with the specified sense code. SNA Switch cannot subsequently use this network node as its server unless all links to it are deactivated (and at least one restarted).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - PORT\_BANDWIDTH\_UPDATE (status = OK) received %s

**Explanation** A PORT\_BANDWIDTH\_UPDATE signal (status = OK) has been received. Any Connection Network TGs on this port which had been advertised as quiescing will be advertised as active. Any auto-activatable TGs which had been advertised as non-operational will be advertised as operational.

**Recommended Action** To avoid future problems with bandwidth shortage, increase the bandwidth available to the local port.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - PORT\_BANDWIDTH\_UPDATE (status = QUIESCING) received %s

**Explanation** A PORT\_BANDWIDTH\_UPDATE signal (status = QUIESCING) has been received. Any Connection Network TGs on this port will be advertised as quiescing. Any auto-activatable TGs will be advertised as non-operational.

**Recommended Action** If possible, increase the bandwidth available to the local port.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - PU not found for REQACTPU RSP or REQDACTPU %s

**Explanation** A REQACTPU RSP or REQDACTPU has been received and the node has not been able to correlate it to a PU\_CB. The REQ(D)ACTPU(RSP) will be discarded.

**Recommended Action** Contact the supplier of the DLUS with details of this log.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Parsing error found in MDS\_MU header %s

**Explanation** MDS received an MDS\_MU that it could not parse correctly. An alert will be raised. If the MDS\_MU originated from a local application, the SEND\_MDS\_MU will be returned with the return codes NAP\_PARAMETER\_CHECK and NAP\_INVALID\_MDS\_MU\_FORMAT.

**Recommended Action** Investigate syntax of MDS\_MU sent, correct syntax, and reissue the SEND\_MDS\_MU.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Path-switch failure %s

**Explanation** RTP connection has failed to path-switch The RTP connection will be disconnected

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol Error from DLUS Host: RU Size too large for SSCP Session %s

**Explanation** Protocol Error from DLUS. Received an RU too large for SSCP Session. This is typically due to the SSCP sending too large a LOGON Screen. The Data is thrown away.

**Recommended Action** If you are expecting an SSCP LOGON screen, enter your LOGON command as usual.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol error detected in PIU on intermediate session %s

**Explanation** SNA Switch detected a protocol error in an PIU received on an intermediate session. This typically indicates a problem on an adjacent node. The sense codes are as follows. 10010003 - invalid IPM format 10020000 - RU length error 10030000 - CLEAR request on secondary stage, or CLEAR response on primary stage 20110000 - sender has overrun pacing window, or PI not set on

first RU of window 20110001 - unexpected IPM 20110002 - PI set on other than first RU in window 20110003 - invalid pacing response 80070000 - segment error The intermediate session will be deactivated.

**Recommended Action** Report the problem in the adjacent node to support (running a trace on the specified link if more diagnostics are required)

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol error detected on conversation %s

**Explanation** SNA Switch detected a protocol error on an APPC conversation. Sense codes are as follows. 10010000 - invalid GDS logical length 1008201D - FMH7 or log data mismatch (for example, FMH7 not received when expected, or log data truncated, or CEB not set on FMH7 when expected) 10086000 - received FMH but not FMH7 1008200E - FMH7 format error (log data concatenation not valid) 1008200A - FMH7 received with no sense data (sense data is zero) 20040000 - An incoming RU has been received on a full-duplex conversation which is in send-only state The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_NO\_RETRY, and the session deactivated.

**Recommended Action** Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Protocol error during CRV exchange %s

**Explanation** Protocol error during CRV exchange. This indicates a possible interoperability problem. Sense codes are as follows. 20090000 - CRV request received from secondary LU, or CRV response received from primary LU, or CRV not received when expected 10020000 - CRV RU too short 400F0000 - CRV with FI not set 400B0000 - CRV chain indicators not set to BC, EC 40140000 - CRV not RQD1 40110000 - CRV not expedited 40150000 - CRV with QRI not set 40080000 - CRV with PI set 400C0000 - CRV request with BBI, EBI or CEBI set 400D0000 - CRV request with CDI set 40100000 - CRV request with CSI set to CODE1 40160000 - CRV request with EDI set 40170000 - CRV request with PDI set 40130000 - CRV response RTI and SDI inconsistent Session will be deactivated with specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. Run a trace on the specified link station, and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP Connection has disconnected %s

**Explanation** The RTP Connection has disconnected due to an error Sessions using the connection will fail

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP Connection is path-switching to a much longer path %s

**Explanation** An RTP connection is path-switching to a much longer path than it started with. Much more room is needed in each packet for routing information than was originally planned. Performance across this RTP connection may degrade, since some packets may have to be segmented.

**Recommended Action** If performance degradation is noticed, reactivate failed links then issue the 'PATH\_SWITCH' verb.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP connection dropped due to local link failure %s

**Explanation** An RTP connection has been dropped by a local link failure (possibly due to operator intervention) The node will attempt to path switch

**Recommended Action** Investigate the cause of the link failure

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP connection has timed-out %s

**Explanation** A Route Setup RTP Connection has timed out waiting for status from the adjacent node. The RTP Connection will be failed.

**Recommended Action** Investigate the cause of the error at the adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RTP connection has timed-out %s

**Explanation** he RTP Connection has timed out The node will attempt to path-switch

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - RU length error %s

**Explanation** RU length error. This may indicate an interoperability problem. Sense codes are as follows. 10020000 - RU length error The session will be deactivated with the specified sense code.

**Recommended Action** For an LU6.2 session, use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received ACTLU when LU already active %s

**Explanation** ACTLU received when LU already active. ACTLU will be rejected with specified sense code.

**Recommended Action** Run a trace on the link station corresponding to the specified PU name. Contact host support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received Locate with no Find GDS variable %s

**Explanation** Received Locate with no Find GDS variable. None (the Locate is discarded).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received a Locate reply with an invalid RSCV %s

**Explanation** A locate reply was received that contained an invalid RSCV. The locate request that solicited the reply may be failed.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Received a frame with a badly formed transmission header or a frame that is too small to be a valid SNA frame %s

**Explanation** Received a frame with a badly formed transmission header or a frame that is too small to be a valid SNA frame. The invalid frame will be discarded. An alert is generated.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Register GDS variable received with an invalid resource name %s

**Explanation** Invalid resource name in received register request. Register request will fail.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Remote NCE has restarted, so disconnect this RTP connection with previous instance of that NCE %s

**Explanation** A connection setup NLP has been received from a remote NCE which has shut down and restarted. An RTP connection still exists from that NCE before it shut down. The old RTP connection will be disconnected

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Remote end of RTP Connection has disconnected %s

**Explanation** The RTP Connection has disconnected due to an error Sessions using the connection will fail

**Recommended Action** Investigate the cause of the error

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Retrying CP-CP session activation after failure %s

**Explanation** Retrying CP-CP session establishment after error. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SIGNAL RU received on full-duplex conversation %s

**Explanation** An incoming SIGNAL RU has been received on a full-duplex conversation. The session will be deactivated with the specified sense code. (10030004)

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch could not allocate necessary storage %s

**Explanation** SNA Switch could not allocate necessary storage. Some operation may fail. See other logs.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch cryptography call failed, possibly due to missing password %s

**Explanation** A call from SNA Switch to perform a cryptographic operation failed. Session activation will fail, or an active session will end abnormally with the given sense code, or some other action will fail. More information may appear in subsequent logs.

**Recommended Action** Check following logs for evidence of failed session activation. If this is evident, check MODE, LS, or INTERNAL PU definitions for cryptographic support. Check that any passwords necessary have been defined. If this problem occurs intermittently or with sessions already active with the same PLU, SLU and mode then make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation %s

**Explanation** SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of

CM\_RESOURCE\_FAILURE\_NO\_RETRY. The partner TP will fail the conversation with an APPC primary\_rc of NAP\_DEALLOCATE\_ABEND or a CPI-C return\_code of CM\_DEALLOCATE\_ABEND. The session will not be deactivated.

**Recommended Action** Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - SNA Switch detected a mapped conversation protocol error on an APPC mapped conversation %s

**Explanation** SNA Switch received an error data GDS variable on an APPC mapped conversation. The conversation will be terminated, either by an APPC primary\_rc of NAP\_CONV\_FAILURE\_NO\_RETRY, or a CPI-C return\_code of CM\_RESOURCE\_FAILURE\_NO\_RETRY. The partner TP will fail the conversation with an APPC primary\_rc of NAP\_DEALLOCATE\_ABEND or a CPI-C return\_code of CM\_DEALLOCATE\_ABEND. The session will not be deactivated.

**Recommended Action** Report the protocol error to partner LU support. If additional diagnostic information is required, run a link trace (the session identifier can be used to correlate this log to other logs which contain the appropriate link station name).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Segmented NLP received on Route Setup RTP connection %s

**Explanation** A Route Setup RTP Connection RTP process received a segmented NLP. This is an error because all NLPs received should contain Route Setup GDS data, which should never be segmented. The NLP will be dropped.

**Recommended Action** Contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Served end node attempted to delete a non-existent directory entry %s

**Explanation** A served end node attempted to delete a directory entry that does not exist. This is normally caused by a network race condition, causing the Delete request to arrive when the resource has not been registered. The Delete request is rejected with the specified sense code.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Session pacing error %s

**Explanation** Session pacing error. This may indicate an interoperability problem. Sense codes are as follows. 20110000 - sender has overrun pacing window, or PI not set on first RU of window 20110001 - unexpected IPM 20110002 - PI set on other than first RU in window 20110003 - invalid pacing response 10010003 - invalid IPM format The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Session segmentation error %s

**Explanation** Session segmentation error. This may indicate an interoperability problem. Sense codes are as follows. 80070000 - segmenting error 80070001 - segmentation not supported on this link The session will be deactivated with the specified sense code.

**Recommended Action** Use information on the session deactivated problem log (271) to identify the local LU and partner LU. If required, run a trace on the specified link station and contact support with the log and trace.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Standard compression levels used %s

**Explanation** A bind response was received that accepted session compression, but it did not specify the compression levels required (either because the response is from a back-level node or because the bind request was shortened). The compression level negotiation fails and the standard compression levels are used - this means that compression will be used in both directions even though it may have been configured for one direction only.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - The Buffer Manager Monitor could not allocate necessary resource %s

**Explanation** The Buffer Manager Monitor could not allocate necessary resource. The Buffer Manager will fail to operate and detect congestion conditions or relief from congestion, possibly leading to the node locking up.

**Recommended Action** Shutdown and restart the node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - The local node is acting as the new destination for a backed-out Route Setup %s

**Explanation** The local node has received an HPR Route Setup Reply that contains the backout sense code and is able to act as the new destination for the Route Setup. The Route Setup has been successfully backed out. The Route Setup is between the origin node and the local node (the new destination). RTP Connections will be activated between these two nodes. This is a normal event when a node in the route has an auto-activateable link to a node that does not support RTP or HPR. Sessions that originate at (or beyond) the origin node will use HPR from the origin node to the new destination and use ISR from the new destination and beyond it.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - UNBIND could not be correlated to DLUR-served LU %s

**Explanation** Unable to correlate received UNBIND request to a DLUR-supported session. This is a normal race condition (caused by UNBIND requests crossing). None (will send a +ve response to UNBIND).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - UNBIND request received in response to a BIND request %s

**Explanation** UNBIND request received in response to a BIND request. This may indicate a configuration error, or a protocol error. Common sense codes which typically indicate a configuration error or a normal race condition include 0805xxxx - the session could not be activated as session activation limits have been reached 08060014 - the partner LU is not known 0806xxxx - the BIND specified a resource which is not known 080Fxxxx - security authorization failed 0821xxxx - the BIND supplied an invalid session parameter 0835xxxx - parameter error in BIND RU at offset xxxx Other sense codes include 0812xxxx - session activation failed due to resource shortage at the remote node 083Bxxxx - invalid PCID in BIND RU 0852xxxx - duplicate session activation request 0861xxxx - invalid COS name in BIND RU 088Cxxxx - control vector or subfield missing from BIND RU 0895xxxx - BIND RU contained a control vector that was in error 0896xxxx - BIND RU contained a control vector that was too long Session activation will fail with the specified sense code.

**Recommended Action** If the sense code indicates a configuration error, check for inconsistencies between the configuration at the local LU and the configuration at the partner LU. If the configuration is consistent and the problem persists, contact support with details of the problem.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate IPDLC link %s

**Explanation** Unable to activate an IPDLC link. Link activation cannot continue. This will result in the failure of an outbound link activation attempt or the rejection of an inbound link activation.

**Recommended Action** - Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease system load or make more resources available to IPDLC. - Ensure that the necessary facilities are available for the UDP interface to operate correctly. - Check that valid DLC specific configuration data was provided to SNAP-IPDLC at define time.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate IPDLC port %s

**Explanation** Unable to activate an IPDLC port. This will result in the failure of a port activation attempt. No further IPDLC operation will be possible until a port is activated successfully.

**Recommended Action** - Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease system load or make more resources available to IPDLC. - Ensure that the necessary facilities are available for the UDP interface to operate correctly. - Check that valid DLC specific configuration data was provided to IPDLC at define time.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate Route Setup RTP connection %s

**Explanation** Unable to activate a Route Setup RTP Connection, during processing of a Route Setup request. The Route Setup request will fail with the sense code shown. The next Route Setup request will trigger another attempt to activate the Route Setup RTP Connection.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate a new session since it would exceed the LU-mode session limit %s

**Explanation** Unable to activate a new session since it would exceed the LU-mode session limits. This problem is a normal race condition, and so should occur infrequently. Session activation will fail with specified sense code (which may cause ALLOCATE, MC\_ALLOCATE or CMALLC requests to fail).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate dynamic link station because owning port is not active %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because the owning port was not active. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** If possible, increase the port activation limits. Otherwise, check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate dynamic link station because port outbound link-activation limit reached %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because it would have exceeded the maximum number of concurrently active outbound links allowed for the owning port. This number is the total link-activation limit minus the inbound link-activation limit (that part of the total limit reserved for active inbound links). This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate dynamic link station because port total link-activation limit reached %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but the request was failed because it would have exceeded the port total link-activation limit. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate link station because owning port is not active %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the request was failed because the owning port was not active. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

**Recommended Action** If possible, increase the port link-activation limits. Otherwise, check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate link station because port outbound link-activation limit reached %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the request was failed because it would have exceeded the maximum number of concurrently active outbound links allowed for the owning port. This number is the total link-activation limit minus the inbound link-activation limit (that part of the total limit reserved for active inbound links). This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to activate link station because port total link-activation limit reached %s

**Explanation** A session or application required SNA Switch to automatically activate a link station, but the request was failed because it would have exceeded the port total link-activation limit. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session or application will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate BIND response received during ISR session activation %s

**Explanation** Unable to correlate BIND response received during ISR session activation. None. This is a normal race condition (caused by a BIND request being immediately followed by an UNBIND request for the same session).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate DLC credit for MLTG link %s

**Explanation** Unable to correlate DLC credit for MLTG link. Probably none. This exception will occur during a window condition in normal link deactivation.

**Recommended Action** If several instances of this log appear and also poor RTP connection performance is observed, investigate further by querying link stations which are members of MLTGs. Unexpectedly low quantities of data sent over a link may indicate problems with DLC credit. Contact support with details of the problem, including trace of signals sent to and from the DLCs underlying the affected links.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate HPR Route Setup RU %s

**Explanation** Unable to correlate HPR Route Setup Reply The message cannot be processed, and will be discarded.

**Recommended Action** Report error to remote end.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate UNBIND request received for an ISR session %s

**Explanation** Failed to correlate an UNBIND request received for an ISR session. None (+RSP(UNBIND) is sent in reply). This is a normal race condition (typically caused by UNBIND requests for the same session crossing).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received BIND response %s

**Explanation** Unable to correlate received BIND response. This is a normal race condition, caused by a BIND being followed immediately by an UNBIND for the same session. BIND response is discarded.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received BIND response %s

**Explanation** Unable to correlate received BIND response. This is probably caused by a normal race condition (a BIND request, followed immediately by an UNBIND request and then by another BIND request using the same LFSID - the response to the first BIND request will not be correlated). None (BIND response will be discarded).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received INIT-SELF response or NOTIFY request %s

**Explanation** Unable to correlate received INIT-SELF response or NOTIFY request. This is a normal race condition (caused by the session being deactivated before the INIT-SELF response has arrived). None (request or response is discarded).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to correlate received UNBIND request %s

**Explanation** Unable to correlate received UNBIND request. This is a normal race condition (caused by UNBIND requests crossing). None (will send a +ve response to UNBIND).

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to create a new LDLC\_CTRL instance %s

**Explanation** Unable to create a new LDLC\_CTRL instance. Link activation cannot continue. This will result in the failure of an outbound link activation attempt or the rejection of an inbound link activation.

**Recommended Action** Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease the system load or make more resources available to LDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to extend local form session identifier routing table %s

**Explanation** Unable to extend local form session identifier routing table. Session activation will fail with the specified sense code.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested connection network %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but SNA Switch was unable to identify the requested connection network TG. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested connection network %s

**Explanation** A session required SNA Switch to automatically activate a dynamic link station, but SNA Switch was unable to identify the requested connection network. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested link %s

**Explanation** A locally initiated dependent session activation request required SNA Switch to automatically activate a link to a specified PU name, but SNA Switch was unable to identify the a link to the PU. This problem indicates an inconsistent local configuration which is transient and is caused by a recent modification. The session activation request will fail, with the specified sense code.

**Recommended Action** Check the consistency of the local configuration (link definitions can be viewed using show snasw link).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to find requested link %s

**Explanation** A session required SNA Switch to automatically activate a link station, but SNA Switch was unable to identify the requested link. This problem usually indicates an inconsistent network topology, which may be transient (that is, caused by a normal race condition), or permanent (indicated by logs 127 or 128). The session will fail, with the specified sense code.

**Recommended Action** Check the consistency of the network topology.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to forward an HPR NLP - unknown ANR label %s

**Explanation** Failed to forward an HPR Network Layer Packet because the ANR label could not be matched to an outgoing link. This is usually a normal race condition when an HPR-capable link is deactivated, although it may also be caused by an earlier resource shortage (look for log 192). An RTP connection will attempt to path switch, or may fail.

**Recommended Action** Use show snasw link to look for an active HPR-capable link with the specified ANR label. If there is one, then the problem has been caused by a storage shortage. Either decrease the system load (for example, by reducing the number of active sessions, or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route - RSCV truncated %s

**Explanation** Route Selection Control Vector generated for route was too long (must be less than 256 bytes long). A session activation will fail with the specified sense code.

**Recommended Action** Reconfigure the network to ensure there is a short enough route between the origin and destination nodes.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route - no suitable TGs from origin node %s

**Explanation** No suitable TG could be found from the origin end node to the backbone network for the class of service specified for a session activation. This may be caused by a temporary link failure between the origin node and a network node. A session activation will fail with the specified sense code.

**Recommended Action** First check for a link failure at the origin node that explains the route failure. If no link failure is found, either - change the mode-to-COS mapping on the origin node or its network node server to use a different class of service, or - reconfigure the network to ensure there is a usable route from the origin node to the backbone network (for example, by defining and/or activating another link from the origin node to a network node).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route - no suitable TGs to destination node %s

**Explanation** No suitable TG could be found from the backbone network to the destination end node for the class of service specified for a session activation. This may be caused by a temporary link failure between the destination node and a network node. A session activation will fail with the specified sense code.

**Recommended Action** First check for a link failure at the destination node that explains the route failure. If no link failure is found, either - change the mode-to-COS mapping on the origin node or its network node server to use a different class of service, or - reconfigure the network to ensure there is a useable route from the destination node to the backbone network (for example, by defining and/or activating another link from the destination node to a network node).

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route : unknown COS name %s

**Explanation** A Class of Service name specified for a session activation could not be associated with a valid COS. A session activation will fail with the specified sense code.

**Recommended Action** Ensure no mode-to-COS mapping tables at the origin node or its network node server use the unrecognised COS.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to generate session route to adjacent node %s

**Explanation** No suitable TG could be found for a session activation to an adjacent node for the given Class of Service. This may be caused by a link failure. A session activation will fail with the specified sense code.

**Recommended Action** Check for a link failure that explains the failure. If no link failure is found reconfigure the network to ensure there is a useable link between this node and the specified adjacent node.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to grant credit %s

**Explanation** Unable to grant credit LDLC is unable to grant further send credit.

**Recommended Action** Check surrounding logs for evidence of buffer congestion. If buffer congestion is causing this failure, either decrease the system load or make more resources available to LDLC.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to process Sign-Off verb due to resource shortage. %s

**Explanation** The local LU was unable to process a Sign-Off verb issued by a local TP due to resource shortage. The Sign-Off request will fail, and any entries in the signed-on-to and sign-on-from lists will remain valid.

**Recommended Action** Either decrease the system load (for example, by reducing the number of active sessions), or make more storage available to SNA Switch.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to route inter-node session data %s

**Explanation** Unable to route inter-node session data. This usually indicates a race condition when an inter-node session is deactivating. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to route intra-node session data %s

**Explanation** Unable to route intra-node session data. This usually indicates a race condition when an intra-node session is deactivating. None.

**Recommended Action** None.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unable to start requested CP-CP sessions with adjacent node %s

**Explanation** The specified link is configured to support CP-CP sessions, but these sessions could not be started. This could either be because the remote node is not configured to support CP-CP sessions on this link, or because both the local and remote nodes are End Nodes, and hence CP-CP sessions are not allowed to be started. CP-CP sessions will not be established.

**Recommended Action** Correct the configuration mismatch, either by removing CP-CP sessions support from the local connection definition, or by adding it to the adjacent node's connection definition.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unexpected what\_received in MDS Transaction Program %s

**Explanation** An MDS Transaction Program received an unexpected what\_received. The transaction program will re-initialize. The MDS\_MU that was being sent will be returned to the originator if the error was detected at the originating node, or the originator will be notified of the send failure via an error message.

**Recommended Action** Investigate cause of unexpected what\_received.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unrecognised LDLC RU identifier %s

**Explanation** Unrecognised LDLC RU identifier. This packet cannot be processed by LDLC and will be discarded. Link activation may fail. Link deactivation may fail. Data may be lost. This may indicate an interoperability problem.

**Recommended Action** Check surrounding logs for other evidence of interoperability problems. If failures or problems occur, gather trace of the protocol flows then report this problem to support.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unrecognised NHDR routing instruction %s

**Explanation** Unrecognised NHDR routing instruction. This packet cannot be routed by LDLC and will be discarded. Data may be lost. This may indicate an interoperability problem.

**Recommended Action** Check surrounding logs for other evidence of interoperability problems. If failures or problems occur, gather trace of the protocol flows then report this problem to support.

**Error Message** %SNASW-4-UNAVAILABLE: EXCEPTION - %lu - Unrecognized signal received from application %s

**Explanation** A signal was received which was unrecognized and could not be returned to the sender. The signal memory will be freed.

**Recommended Action** Check that issued signals are acceptable according to the API specification.

**Error Message** %SNASW-4-UNAVAILABLE: SNASw process, type 0x%x ran for %lu ms processing IPS of type 0x%x, address 0x%lx

**Explanation** A process within SNA Switch ran for an unexpectedly long time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SNASW-6

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PLU-SLU session has been activated for LU type 0,1,2 or 3 %s

**Explanation** A PLU-SLU session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PLU-SLU session has been deactivated for LU type 0,1,2 or 3 %s

**Explanation** A PLU-SLU session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PU previously logged as possibly hung is no longer possibly hung %s

**Explanation** A PU that had previously been logged as hung is now not believed to be hung. There will be no further action taken

**Recommended Action** None.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PU-SSCP session has been activated %s

**Explanation** A PU-SSCP session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A PU-SSCP session has been deactivated %s

**Explanation** A PU-SSCP session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A pipe to a DLUS has activated %s

**Explanation** A pipe to a DLUS has activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - A pipe to a DLUS has deactivated %s

**Explanation** A pipe to a DLUS has deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Adjacent CP contacted %s

**Explanation** Adjacent CP contacted.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Adjacent node has changed its CP name %s

**Explanation** An adjacent node has changed its CP name.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Alert data logged %s

**Explanation** TRANSFER\_MS\_DATA/SEND\_MDS\_MU data has arrived.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been activated for LU type 0,1,2 or 3 %s

**Explanation** An LU-SSCP session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been activated for LU type 6.2 %s

**Explanation** An LU-SSCP session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been deactivated for LU type 0,1,2 or 3 %s

**Explanation** An LU-SSCP session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - An LU-SSCP session has been deactivated for LU type 6.2 %s

**Explanation** An LU-SSCP session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - CP-CP sessions deactivated %s

**Explanation** CP-CP sessions to the adjacent node have been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - CP-CP sessions established %s

**Explanation** CP-CP sessions have been successfully established with the adjacent node.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Central Directory Server located %s

**Explanation** Central Directory Server located.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - DLC started %s

**Explanation** A DLC has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - DLC stopped %s

**Explanation** A DLC has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Deactivating a persistent pipe because it is not required %s

**Explanation** The DLUR is deactivating a persistent pipe because it is not required to keep it active.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - HPR-capable SNA Switch link started %s

**Explanation** An SNA Switch link has been successfully started (on a node that supports HPR).

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - ISR Session Activated %s

**Explanation** An ISR Session has been activated

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - ISR Session Deactivated %s

**Explanation** An ISR Session has been deactivated

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Implicit link limit on port reached %s

**Explanation** An implicit, dynamic or discovery link could not be activated because the implicit link limit defined on the port has been reached or exceeded. The link type being activated is: 1 - dynamic 3 - implicit 4 - discovery

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Invalid IP address specified for a IPDLC link %s

**Explanation** Invalid IP address specified for a IPDLC link. The link will fail to start.

**Recommended Action** Correct the configuration. These settings are supplied in the address information passed to SNA Switch on snasw link.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - LU6.2 session activated %s

**Explanation** An LU6.2 session has been activated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - LU6.2 session deactivated %s

**Explanation** An LU6.2 session has been deactivated.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link activation race has occurred %s

**Explanation** Link activation race has occurred Link activation will complete, but the routes may be different in each direction. No other effect will be noticeable.

**Recommended Action** None.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to DSPU started %s

**Explanation** A non-APPN link station to a downstream PU has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to DSPU stopped %s

**Explanation** A non-APPN link station to a downstream PU has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to host started %s

**Explanation** A non-APPN link station to an upstream host has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Link station to host stopped %s

**Explanation** A non-APPN link station to an upstream host has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Locate search failed: LU not found %s

**Explanation** A network search for which this node was the originator or the network node server failed to locate the target LU. This may be caused by the target LU name being incorrect, the target system being inoperative, or by link errors in the backbone of the network. Session activation will fail with the specified sense code.

**Recommended Action** If the target LU name is correct, check that the system the LU is defined on is active. If the system is active, check the topology of the network to ensure that the target system (or its network node server) is reachable from this node.

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Node started %s

**Explanation** Node has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Node stopped %s

**Explanation** Node has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Port started %s

**Explanation** A Port has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Port stopped %s

**Explanation** A Port has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Processed APING from partner LU. %s

**Explanation** An APING from the partner LU has been processed successfully.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - RTP Connection has connected %s

**Explanation** The RTP Connection has connected

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - RTP Connection has disconnected %s

**Explanation** The RTP Connection has disconnected normally

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - SNA Switch link started %s

**Explanation** An SNA Switch link has been successfully started.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - SNA Switch link stopped %s

**Explanation** An SNA Switch link has been successfully stopped.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Session limits changed %s

**Explanation** The session limits for a local LU, partner LU and mode have changed. The termination count indicates the number of sessions SNA Switch will deactivate as a result of the change in session limits.

**Recommended Action** None

**Error Message** %SNASW-6-UNAVAILABLE: INFO - %lu - Successful path-switch %s

**Explanation** The RTP Connection has successfully switched paths

**Recommended Action** None

## SNMP Messages

This section contains Simple Network Management Protocol (SNMP) messages.

### SNMP-3

**Error Message** %SNMP-3-AUTHFAILIPV6: Authentication failure for SNMP request from host %P

**Explanation** An SNMP request sent by this host was not authenticated.

**Recommended Action** Make sure that the community and user name used in the SNMP request has been configured on the router.

**Error Message** %SNMP-3-BADIFINDEXTABLE: The file nvram:ifIndex-table is corrupt.

**Explanation** The file is not in the expected format.

**Recommended Action** Delete the file if possible.

**Error Message** %SNMP-3-DVR\_DUP\_REGN\_ERR: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

**Explanation** A driver is attempting to register an IDB with the interface manager while there is already an interface with the same ifIndex and ifDescr but different IDB registered. A duplicate registration would cause the interface counters shown by SNMP to not work properly for this particular interface.

**Recommended Action** Fix the duplicate registration in the driver level.

**Error Message** %SNMP-3-DVR\_DUP\_REGN\_WARNING: Attempt for dupe regn with SNMP IM by driver having ifIndex [dec] and ifDescr [chars]

**Explanation** A driver is attempting to register an IDB that is already registered with the interface manager. This is just a warning message and handled by SNMP.

**Recommended Action** Fix the duplicate registration in the driver level.

**Error Message** %SNMP-3-DYNSYNCFAIL: Snmp Dynamic Sync Failed for %s %s %s%

**Explanation** The dynamic synchronization of an SNMP MIB to the standby device failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP-3-INPUT\_QFULL\_ERR: Packet dropped due to input queue full

**Explanation** An SNMP packet was dropped because the input queue is full.

**Recommended Action** Enter the **show snmp** command to see the number of packets dropped. Stop any SNMP access to the device until the error condition has recovered.

**Error Message** %SNMP-3-INTERRUPT\_CALL\_ERR: [chars] function, cannot be called from interrupt handler

**Explanation** A call has been made to the function from an interrupt handler. This is not permitted. The function call will fail and the device will reboot down the stack in a memory allocation call.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP-3-ISSU\_ERR: [chars]

**Explanation** An error occurred during an ISSU versioning operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP-3-MAX\_TRAPS\_EXCEED\_ERR: Maximum number of traps exceeded the maximum allowed in the current sync-message to STANDBY

**Explanation** This is a software development debug message. The number of SNMP traps defined exceeded the maximum allowed in a checkpoint synchronization message.

**Recommended Action** (These actions apply only to the developer, and not to the user.) Increase SNMP\_SYNC\_BITMASK\_MAX to a higher value. Check smci\_rf\_status\_event() for further details.

**Error Message** %SNMP-3-RESPONSE\_DELAYED: [chars]

**Explanation** A notification message from SNMP dispatcher when the response exceeds the default threshold while polling expensive and time consuming MIBs. This won't have any impact on the system.

**Recommended Action** Use the **snmp monitor response threshold-limit** command to increase or decrease the response threshold limit value for SNMP MIBs. Use the **no snmp monitor response** to disable the response threshold limit.

**Error Message** %SNMP-3-SYNCFAIL: SNMP MIB Sync Failure: [chars]

**Explanation** An error occurred while synchronizing an SNMP MIB to standby.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SNMP-4

**Error Message** %SNMP-4-HIGHCPU: Process exceeds %dms threshold (%dms IOS quantum) for %s of %s--result %s

**Explanation** A warning threshold was exceeded when SNMP was processing a variable binding.

**Recommended Action** Enter the **debug snmp packet** command to determine the contents of the SNMP request that is causing the message. Some MIB objects require a relatively large amount of time to process. MIB objects in the multi-variable-binding are processed one by one. If possible, do not retrieve MIB objects appearing in this messages by using multi-variable-binding SNMP PDUs. Copy the error message exactly as it appears, and report it along with any debug output to your technical support representative.

**Error Message** %SNMP-4-NOENGINEIDV6: Remote snmpEngineID for %P not found when creating user: %s

**Explanation** An attempt to create a user failed, probably because the engine ID of the remote agent or SNMP manager was not configured.

**Recommended Action** Configure the remote snmpEngineID and reconfigure the user. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SNMP-5

**Error Message** %SNMP-5-LINK\_DOWN: LinkDown:Interface %s changed state to down

**Explanation** The state of the interface is changed to down.

**Recommended Action** No action is required.

**Error Message** %SNMP-5-LINK\_UP: LinkUp:Interface %s changed state to up

**Explanation** The state of the interface is changed to up.

**Recommended Action** No action is required.

**Error Message** %SNMP-5-MODULERESET: [chars] object has been set to 'reset' for [chars]=[dec] from IP address [chars].

**Explanation** The SNMP server has reset a module.

**Recommended Action** No action is required.

## SNMP\_BULKSTAT Messages

This section contains Simple Network Management Protocol (SNMP) bulk data collection messages.

### SNMP\_BULKSTAT-3

**Error Message** %SNMP\_BULKSTAT-3-5: Memory not available for [chars] for [chars]

**Explanation** Data collection or transfer could not be successfully carried out because of lack of memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SNMP\_BULKSTAT-3-REMOTE\_FILE\_WRITE\_ERR: File Write failed for the remote file [chars]

**Explanation** The user name or password specified in the error message might not have the required privileges to write a file to the network management station specified in the error message, or the destination directory specified in the error message is invalid.

**Recommended Action** Ensure that the user name and password in the network management station address has the necessary privileges to write to the destination directory.

**Error Message** %SNMP\_BULKSTAT-3-TOOSMALL\_BUFFER: Buffer size is insufficient to accommodate even the header part for [chars]

**Explanation** The buffer size is insufficient to accommodate the header for the bulk data file. The header contains the schema definitions of all the configured schemas.

**Recommended Action** Increase the maximum buffer size using the **buffer-size** *size-of-buffer* command, where *size-of-buffer* is the increased buffer size.

## SNMP\_BULKSTAT-4

**Error Message** %SNMP\_BULKSTAT-4-BUFFER\_OVERFLOW: Buffer size too small to accommodate data for one collection interval for [chars]

**Explanation** The bulk data file is too large for the configured buffer size for a single transfer interval. Data collection will continue in another new buffer of the configured size, and the collected buffer will be transferred to the configured destination.

**Recommended Action** Increase the maximum buffer size using the **buffer-size** *size-of-buffer* command, where *size-of-buffer* is the increased buffer size.

**Error Message** %SNMP\_BULKSTAT-4-PRI\_URL\_UNREACHABLE: Primary network management station is unreachable for [chars]

**Explanation** The collected bulk data file could not be successfully transferred to the primary network management station address specified in the error message. This condition can occur because the primary network management address is not configured or the configured primary network management station address is unreachable. If a secondary network management station address is configured, the collected bulk data file will be sent to the secondary network management station address.

**Recommended Action** Ensure that the primary network management station address is configured. If the primary network management station address is configured, check the connectivity to the destination indicated by the primary network management station address specified in the error message.

**Error Message** %SNMP\_BULKSTAT-4-SEC\_URL\_UNREACHABLE: Secondary network management station is unreachable for [chars]

**Explanation** The collected bulk data file could not be successfully transferred to the secondary network management station destination specified in the error message. This condition can occur because the secondary network management station address is not configured or the configured secondary network management station address is unreachable. If a retention interval is not configured, the bulk data file will be immediately deleted. If a retention interval is configured, retries will be attempted for the configured number of times.

**Recommended Action** Check the connectivity to the destination indicated by the secondary network management station address shown in the error message.

# SNMP\_MGR Messages

This section contains Simple Network Management Protocol (SNMP) manager messages.

## SNMP\_MGR-3

**Error Message** %SNMP\_MGR-3-BADINFORMTRANSPORT: Unknown inform transport type: [chars]

**Explanation** This SNMP inform destination uses an unknown transport type. Inform notifications cannot be sent to this destination.

**Recommended Action** Copy the error message and the output from **show techsupport** exactly as it appears, and report it to your technical support representative.

**Error Message** %SNMP\_MGR-3-MISSINGHOSTIPV6: Cannot locate information on SNMP informs host: %P

**Explanation** A table entry cannot be found for the indicated SNMP informs destination. As a result, inform notifications will not be sent to this destination.

**Recommended Action** Delete and readd the informs destination by entering the **snmp-server host** configuration command. If this does not clear the condition, reload the system and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show snmp host**, and **show snmp** commands and your pertinent troubleshooting logs.

## SNMP\_MGR-4

**Error Message** %SNMP\_MGR-4-BADRESPONSESTATUS: Unknown response status code: [int]

**Explanation** The SNMP Manager process received an internal response with an unknown status code.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## SNMP\_MIB\_ISSU Messages

This section contains Simple Network Management Protocol (SNMP) MIB in-service software upgrade (ISSU) messages.

### SNMP\_MIB\_ISSU-2

**Error Message** %SNMP\_MIB\_ISSU-2-GET\_BUFFER: SNMP MIB ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to get buffer space for building a negotiation message. As a result, the negotiation message cannot be sent to the standby device and the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-2-INIT: SNMP MIB ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-2-SEND\_NEGO\_FAILED: SNMP MIB ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-2-SESSION\_NEGO: SNMP MIB ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The SNMP MIB ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-2-SESSION\_REGISTRY: SNMP MIB ISSU client failed to register session information. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## SNMP\_MIB\_ISSU-3

**Error Message** %SNMP\_MIB\_ISSU-3-CAP\_INVALID\_SIZE: SNMP MIB ISSU client capability list is empty.

**Explanation** The SNMP MIB ISSU client capability exchange list is empty, which is an invalid condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu capability entries** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-CAP\_NOT\_COMPATIBLE: SNMP MIB ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the SNMP MIB ISSU client is not compatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-INVALID\_SESSION: SNMP MIB ISSU client does not have a valid registered session.

**Explanation** The SNMP MIB ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-MSG\_NOT\_OK: SNMP MIB ISSU client 'Message Type %d' is not compatible

**Explanation** The SNMP MIB ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-MSG\_SIZE: SNMP MIB ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to calculate the MTU for the specified message. The SNMP MIB ISSU client is not able to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-SESSION\_UNREGISTRY: SNMP MIB ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SNMP\_MIB\_ISSU-3-TRANSFORM\_FAIL: SNMP MIB ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The SNMP MIB ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the SNMP MIB state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## SONET Messages

This section contains Synchronous Optical Network (SONET) messages.

## SONET-3

**Error Message** %SONET-3-APSCOMMCHANGE: [chars]: Link to [chars] channel reverts to PGP protocol version [dec]

**Explanation** APS has reverted to a different version of the PGP protocol between working and protect routers.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SONET-3-APSEVENT: [chars]: APS event type error: event [dec] undefined

**Explanation** The APS software has malfunctioned.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SONET-3-APSHAHOLDTIME: [chars]: [chars]

**Explanation** The PGP hold time was adjusted.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SONET-3-APSSYNCSECONDARY: [dec]/[dec]: No hwidb

**Explanation** A new secondary RP was unable to find a device descriptor block corresponding to slot and unit specified by primary the RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SONET-3-DELAYTIMER: [chars]

**Explanation** The system was unable to create a delay timer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SONET-6

**Error Message** %SONET-6-APSREFL: [chars]: Remote reflection of APS status now [chars]

**Explanation** The APS software has detected a change in the reflected local APS status.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %SONET-6-APSREMSWI: [chars]: Remote APS status now [chars]

**Explanation** The APS software has detected a change in the APS status of the remote interface.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

## SONETMIB-1

**Error Message** %SONETMIB-1-UNAVAILABLE: Lost raw stats update for if\_index=%d

**Error Message** %SONETMIB-1-UNAVAILABLE: Malloc failed for new interface=%d

**Explanation** Unable to allocate enough memory to create SONET MIB structure for new interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SONETMIB-1-UNAVAILABLE: could not delete interface, if\_index=%d

**Explanation** The specified interface was not successfully dequeued.

**Recommended Action** LOG\_STD\_NO\_ACTION

## SONETMIB-3

**Error Message** %SONETMIB-3-UNAVAILABLE: NULL SONET MIB config pointer, if\_index=%d

**Explanation** Attempted to initialize the SONET MIB using a NULL pointer.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## SONICT-1

**Error Message** %SONICT-1-UNAVAILABLE: msgtxt\_initfail

**Explanation** There was a failure in the initialization sequence of the sonict chip.

**Recommended Action** Show cont e0/0/x. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SONICT-2

**Error Message** %SONICT-2-UNAVAILABLE: msgtxt\_nomemory

**Explanation** An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the system's memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a configuration that has more memory.

# SPA Messages

This section contains shared port adapter (SPA) messages.

## SPA-0

**Error Message** %SPA-0-TEMP\_SHUTDOWN: [chars] temperature too high. ([dec]C) SPA has been shut down.

**Explanation** The SPA has been shut down.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-0-TEMP\_SHUTDOWN\_OVR: [chars] temperature too high ([dec]C) but shutdown has been overridden.

**Explanation** SPA shutdown has been overridden by the configuration.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-0-VOLT\_SHUTDOWN: [chars] voltage out of operating range. Nominal ([dec]mV), value ([dec]mV). The SPA has been shut down.

**Explanation** The SPA has been shut down to prevent component damage.

**Recommended Action** Replace the SPA immediately. Record the associated messages and return the SPA for service.

## SPA-2

**Error Message** %SPA-2-TEMP\_CRITICAL: [chars] temperature too high. ([dec]C)

**Explanation** The SPA temperature is too high.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-2-VOLT\_CRITICAL: [chars] voltage outside of nominal range. Nominal ([dec]mV), value([dec]mV)

**Explanation** One of the measured environmental test points exceeded the nominal voltage threshold. This condition could cause the system to fail to operate properly.

**Explanation** Correct the specified condition, or the system may shut itself down as a preventive measure. Enter the **show environment all** command to help determine if this problem is due to a voltage condition.

**Error Message** %SPA-2-VOLT\_SHUTDOWN\_OVR: [chars] voltage outside of operating range. Nominal ([dec]mV), value([dec]mV). SPA shutdown has been overridden by configuration.

**Explanation** One of the measured environmental test points exceeded the nominal voltage threshold. SPA shutdown has been overridden by the configuration.

**Recommended Action** Correct the specified condition. Enter the **show environment all** command to help determine if this problem is due to a voltage condition.

## SPA-3

**Error Message** %SPA-3-BAD\_FCITYPE: [chars]: Illegal FCI type [dec].

**Explanation** An invalid FCI type was passed to the SPA. This is a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-3-ENVMON\_INITFAIL: SPA environmental monitoring initialization error

**Explanation** A failure occurred during the SPA environmental monitoring subsystem startup. Environmental monitoring is not enabled.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA-3-ENVMON\_NOT\_MONITORED: Environmental monitoring is not enabled for [chars]

**Explanation** The specified SPA has not registered any sensors with the environmental monitoring system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-3-RESOURCE\_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

**Explanation** A required resource could not be allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-3-SOFTWARE\_ERROR: [chars] ([hex], [hex], [hex], [hex]) [chars]

**Explanation** The specified software error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA-4

**Error Message** %SPA-4-TEMP\_WARNING: [chars] temperature too high. ([dec]C)

**Explanation** The SPA temperature is too high.

**Recommended Action** Ensure that the temperature is normal in the area where the router is located and resolve any conditions, such as malfunctioning fans, that are causing a temperature increase.

**Error Message** %SPA-4-TEMP\_WARNLOW: [chars] temperature too low. ([dec]C)

**Explanation** The SPA temperature too low. Component reliability and data integrity may be compromised.

**Recommended Action** Raise the ambient temperature if it is too low. If there is no issue with the ambient temperature, then the SPA temperature sensor has likely failed. If there are no data errors, this warning can be ignored.



# SPA\_CCB Messages

This section contains SPA configuration control block (CCB) command messages.

## SPA\_CCB-3

**Error Message** %SPA\_CCB-3-CMDFAIL\_0ARG: [chars]: host command [dec] error: [chars].

**Explanation** A command from the host failed to execute for the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CCB-3-CMDFAIL\_1ARG: [chars]: host command [dec] (arg0=[dec]) error: [chars].

**Explanation** A CCB command failed to execute for the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CCB-3-CMDFAIL\_2ARG: [chars]: host command [dec] (arg0=[dec], arg1=[dec]) error: [chars].

**Explanation** A command from the host failed to execute for the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CCB-3-CMDFAIL\_3ARG: [chars]: host command [dec] (arg0=[dec], arg1=[dec], arg2=[dec]) error: [chars].

**Explanation** A command from the host failed to execute for the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CCB-3-CMD\_TOOEARLY: [chars]: host command [dec] received before handler ready.

**Explanation** A host command was received before the handler was initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CCB-3-ENQUEUE\_FAIL: [chars]: host command [dec] failed to enqueue.

**Explanation** An error occurred while the SPA console was attempting to enqueue a host command to the command queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CCB-3-IF\_CONFIG: [chars]: IF\_CONFIG type [dec] failed.

**Explanation** The specified interface configuration type is not valid for the SPA card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CCB-4

**Error Message** %SPA\_CCB-4-BADENCAP: [chars]: Unknown encapsulation command [dec].

**Explanation** An invalid encapsulation command was received by the SPA. This is a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CHOC\_DSX Messages

This section contains common channelized shared port adapter (SPA\_CHOC\_DSX) messages.

### SPA\_CHOCX-3

**Error Message** %SPA\_CHOC\_DSX-3-COR\_MEM\_ERR: SPA %d/%d: %d correctable %s memory error(s) encountered. The error has been corrected and normal processing should continue. The memory address of most the recent error is: %x

**Explanation** The SPA driver detected a correctable memory error on the SPA card.

**Recommended Action** The SPA has encountered a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log. If the condition persists, or other errors are indicated for the SPA, copy the error message exactly as it appears. Then power down and reseal the indicated SPA card. Next research and attempt to resolve the issue using the SPA hardware troubleshooting documentation as well as the tools and utilities provided at <http://www.cisco.com/public/support/tac/tools.shtml>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: Failed to create %s : slot/bay:%d/%d

**Explanation** The CHOCX SPA controller descriptor block creation failed. Check the amount of system memory available..

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: Fatal error for %s : slot/bay:%d/%d

**Explanation** The CHOCX SPA controller encounters a fatal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: Invalid SPA type : slot/bay:%d/%d, spa\_type=%d.

**Explanation** The CHOCX SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: NULL %s

**Explanation** The NULL pointer was seen in when getting the datastructure.

**Recommended Action** This is a internal software error. Decode the traceback. Enable **debug hw-module subslot / oir plugin** when the problem is happening. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with output of **show logging** and the output of **show tech** details.

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: Null %s instance for %s : slot/bay:%d/%d

**Explanation** The instance pointer is NULL when getting datastructure

**Recommended Action** This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show running** and **show tech** details.

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: Received unknown %s: option=%d

**Explanation** Unknown option received

**Recommended Action** This is a internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show running** and **show tech** details.

**Error Message** %SPA\_CHOCX-3-UNAVAILABLE: Return error for %s: return\_value=%d

**Explanation** Return error code received

**Recommended Action** This is an internal software error. Decode the traceback and get the output of **show running-config**. Check Bug Toolkit before calling the TAC. When calling the TAC, please provide the above information along with the output of **show running** and **show tech** details.

## SPA\_CHOC\_DSX-3

**Error Message** %SPA\_CHOC\_DSX-3-BAD\_SIZE\_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered. The SPA is being restarted.

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-COR\_MEM\_ERR: SPA [dec]/[dec]: [dec] correctable [chars] memory error(s) encountered.  
The error has been corrected and normal processing should continue.  
The memory address of most the recent error is: [hex]

**Explanation** The SPA driver detected a correctable memory error on the SPA card. The error has been corrected and normal processing should continue. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

**Recommended Action** If the condition persists, or other errors are specified for the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-EFC\_ERROR: EFC ERROR: [chars] - [chars] [int]

**Explanation** The SPA extended flow control (EFC) encountered an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-HDLC\_CTRL\_ERR: SPA [dec]/[dec]: [dec] [chars] events on HDLC Controller were encountered.

**Explanation** The SPA driver detected an error event on the HDLC controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-INVALID\_IF\_TYPE: Invalid SPA type [dec] on [chars]. Port Number = [dec].

**Explanation** The software cannot recognize the interface type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-INVLIAD\_IF\_INDEX: Invalid interface index [dec] on slot/bay: [dec]/[dec]. Min. Index = [dec]. Max. Index = [dec].

**Explanation** The index is not valid for the specified interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-LINK\_TABLE\_ERR: [chars]: Could not create link table, error [dec]

**Explanation** An error occurred during the creation of the link record table. Interfaces may not come up or pass traffic.

**Recommended Action** If the ports on the SPA are not operating as expected, power down and reseal the specified SPA card. If the error messages persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-NODESTROYSUBBLOCK: The [chars] subblock named [chars] was not removed

**Explanation** IDB subblocks could not be removed during the unprovisioning of a channel. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-NULL\_DATA\_STRUCTURE: Failed to create [chars] on slot/bay: [dec]/[dec]. Port Number = [dec].

**Explanation** The specified software resource cannot be allocated for this hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-NULL\_SPA\_PTR:

**Explanation** The pointer to a SPA value is null.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-SEMAHOG: SPA on [chars]: Semaphore Hog was encountered.

**Explanation** The semaphore used by the IPC communication between host and the SPA was monopolized by one process. This behavior would cause other processes fail to send commands down to the SPA and might result in improper operation.

**Recommended Action** Stop all the traffic on the SPA, and then reload the configuration by entering **shutdown** and **no shutdown** commands on the controllers. If the problem persists, power cycle the SPA. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-SPA\_CMD\_RETURN\_ERR: SPA command [chars] return error [int]

**Explanation** The SPA returned an error status for a host command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-SPA\_CMD\_SEND\_ERR: Failed to send [chars] command to SPA

**Explanation** The host failed to send a command to the SPA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-SPA\_SW\_ERR: SPA on [chars]: [chars] Software error was encountered.

**Explanation** The SPA driver detected a software error condition on the SPA card. This condition might cause improper operation.

**Recommended Action** Reload the configuration by entering **shutdown** and **no shutdown** commands on the controllers. If the problem persists, power cycle the SPA. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-SPI4\_HW\_ERR: SPA on [chars]: [chars] Hardware error was encountered.

**Explanation** The SPA driver detected a hardware error condition on the SPA card's SPI4 bus. This condition might cause improper operation.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-UNCOR\_MEM\_ERR: SPA [dec]/[dec]: [dec] uncorrectable [chars] memory error(s) encountered.

The memory address of most the recent error is: [hex]  
The SPA is being restarted.

**Explanation** The SPA driver detected an uncorrectable memory error condition on the SPA card. Packet corruption may result. The hexadecimal memory address of the most recent error is specified in the message text on the console or in the system log.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-UNCOR\_PARITY\_ERR: SPA [dec]/[dec]: [dec] [chars] parity error(s) encountered.

**Explanation** The SPA driver detected an uncorrectable parity error condition on the SPA card. Packet corruption may result.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOC\_DSX-3-UNKNOWN\_CMD: Unknown [chars] command recieved on slot/bay: [dec]/[dec]. Command Type = [dec]

**Explanation** An unknown command was received by the SPA card carrier.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CHOC\_DSX-4

**Error Message** %SPA\_CHOC\_DSX-4-UNPROV\_FAIL: Interface [chars] unprovisioning failed: [chars]

**Explanation** The system failed to respond to an unprovisioning command. A hidden VLAN could not be deleted within a 2-second timeout window. This condition may be caused by a system that is too busy or by a FIB IPC failure. The line card driver code will attempt to delete the hidden VLAN.

**Recommended Action** If processing continues normally, no action is required. If system operation is adversely affected, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC\_DSX-3-VCCFG\_ERROR: Interface [chars] config command error (cmd [int], arg [int], retval [int])

**Explanation** A command sent from the system to a line card has failed. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of the **show logging** command on the RP and SIP-1 and check if there are any errors being reported. Try to recreate the problem to see if there is a consistent method to recreate. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs

## SPA\_CHOXC Messages

This section contains common channelized shared port adapter (SPA) messages.

### SPA\_CHOXC-3

**Error Message** %SPA\_CHOXC-3-"NULL": NULL [chars]

**Explanation** The NULL pointer was seen when getting the data structure. This is an internal software error.

**Recommended Action** Decode the traceback. Enter the **debug hw-module subslot slot/bay oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC-3-CREATE\_FAIL: Failed to create [chars] : slot/bay: [dec] / [dec]

**Explanation** The CHOXC SPA controller descriptor block creation failed.

**Recommended Action** Check the amount of system memory available. Upgrade your system to the latest version of Cisco IOS software. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will

supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC-3-FATAL\_ERROR: Fatal error for [chars] :  
slot/bay: [dec] / [dec]

**Explanation** The CHOXC SPA controller encountered a fatal error.

**Recommended Action** Upgrade your system to the latest version of Cisco IOS software. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC-3-INVALID\_SPA\_TYPE: Invalid SPA type :  
slot/bay: [dec] / [dec], spa\_type= [dec].

**Explanation** The CHOXC SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.

**Recommended Action** Upgrade your system to the latest version of Cisco IOS software in your release train. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC-3-NULL\_INSTANCE: Null [chars] instance for [chars] : slot/bay: [dec] / [dec]

**Explanation** The instance pointer is NULL when getting the data structure. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of **show running-config**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC-3-RETURN\_ERROR: Return error for [chars]: return\_value= [dec]

**Explanation** An error code was received. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of **show running-config**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC-3-UNKNOWN\_OPTION: Received unknown [chars]: option= [dec]

**Explanation** An unknown option was received. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of **show running-config**. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CHOXC\_CWRP Messages

This section contains common channelized shared port adapter (SPA) CWRP messages.

## SPA\_CHOXX\_CWRP-1

**Error Message** %SPA\_CHOXX\_CWRP-1-ALLOCFAIL: OC3/STM1 [dec]/[dec] [chars] allocation failure

**Explanation** A memory allocation failure occurred in the CHOXX controller or channel. This is an internal software error.

**Recommended Action** Decode the traceback. Enter the **debug hw-module subslot slot/bay oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CHOXX\_CWRP-3

**Error Message** %SPA\_CHOXX\_CWRP-3-APS\_CMD\_FAIL: Failed to send APS command [hex] to [chars] (retcode [hex])

**Explanation** An APS command send failed. This is an internal software error.

**Recommended Action** If this error happened while configuring APS, try reconfiguring the interface. If the error persists or occurred during normal operation, decode the traceback and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXX\_CWRP-3-CORRUPT: Corrupt configuration, unsupported [chars] ([int]) encountered

**Explanation** The OC3/STM1 RP driver running configuration is corrupt.

**Recommended Action** Decode the traceback and get the output of **show running-config**. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC\_CWRP-3-NULL\_SUBBLOCK: Null ssb for [chars]

**Explanation** The hardware IDB subblock is NULL. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of **show running-config**. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC\_CWRP-3-PLUGIN\_ERR: [chars]

**Explanation** The RP plugin encountered an error during a plugin call. This is an internal software error.

**Recommended Action** Decode the traceback. Enter the **debug hw-module subslot slot/bay oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC\_CWRP-3-TIMEOUT: Interface ([chars]): [chars]

**Explanation** The line card did not reply to a query for SONET information from the CHOXC RP driver. This is an internal software error.

**Recommended Action** Decode the traceback. Enter the **debug hw-module subslot slot/bay oir plugin** command while the problem is happening. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CHOXC\_CWRP-5

**Error Message** %SPA\_CHOXC\_CWRP-5-DEF\_SUBRATE: [chars] [chars]

**Explanation** The remote subrate configuration has changed.

**Recommended Action** No action is required.

**Error Message** %SPA\_CHOXC\_CWRP-5-PATH\_UPDOWN: Path [chars], changed state to [chars]

**Explanation** A SONET high-order path changed its state. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CHOXC\_CWRP-5-T3\_UPDOWN: T3 [chars], changed state to [chars]

**Explanation** A T3 within STS1 has changed its state. This is an internal software error.

**Recommended Action** Decode the traceback and get the output of **show controller sonet**. Look into this output to see if there are any alarms being reported at the path level. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SPA\_CONSOLE Messages

This section contains shared port adapter (SPA) virtual console messages.

## SPA\_CONSOLE-3

**Error Message** %SPA\_CONSOLE-3-BADDETACH: SPA console session detach failed with IPC error [chars].

**Explanation** A failure occurred when attempting to detach SPA console subsystem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-3-INITFAIL: [chars]: SPA console initialization error: [chars].

**Explanation** A failure occurred during initialization of the SPA console subsystem. The SPA console may not be functioning.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-3-NOBUF: No packet buffer available for sending SPA console messages

**Explanation** An error occurred while the SPA console was attempting to acquire a packet buffer from the IPC buffer pool.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-3-NO\_DRIVER: [chars]: VCON\_SPACP: Driver not ready.

**Explanation** The SPA sent a message before the line card was fully initialized.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-3-RX\_BUS\_PARAM: [chars]: VCON\_SPACP: Invalid SPA bus parameters.

**Explanation** There was an error receiving a message from the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-3-TX\_BUS\_PARAM: [chars]: VCON\_SPACP: Invalid SPA bus parameters.

**Explanation** There was an error sending a message to the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CONSOLE-5

**Error Message** %SPA\_CONSOLE-5-CANTGET: Cannot get spa client ipc port

**Explanation** The SPA virtual console subblock is not properly initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-5-CANTSEND: Cannot send SPA console messages.

**Explanation** An error occurred while a SPA console message was being sent through the IPC. This condition might result in a malfunction in the operation of the IPC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-5-CANTSET: Cannot set spa client ipc port

**Explanation** The SPA virtual console subblock is not properly initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CONSOLE-5-QUEUEFULL: Queue holding SPA console messages is full current console packet will be dropped

**Explanation** An error occurred while the SPA console was queuing a packet for transmission. Some console data may be lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPACP Messages

This section contains SPA bus communications protocol (SPA CP) messages.

**Error Message** %SPACP-3-BUFFER: [chars]: Failed to allocate buffer for SPACP message.

**Explanation** Cannot allocate memory for an SPACP message.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPACP-3-CREATE: [chars]: SPA Bus Device creation failed.

**Explanation** Cannot allocate memory for the SPA bus structure.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPACP-3-INIT: [chars]: Failed to initialize SPACP. [chars].

**Explanation** SPACP messaging could not be initialized for the specified reason.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPACP-3-OPCODE: [chars]: SPACP opcode [hex] unknown.

**Explanation** An unexpected message was received from the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPACP-3-SEND: [chars]: Failed to send SPACP message.

**Explanation** Failed to send a message to the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_CT3 Messages

This section contains CT3 shared port adapter (SPA) messages.

**Error Message** %SPA\_CT3-3-INVALID\_SPA\_TYPE: Invalid SPA type : slot/bay: [dec] / [dec] , SPA\_type= [dec] .

**Explanation** The CT3 SPA type cannot be recognized by the version of Cisco IOS software currently running on the system.

**Recommended Action** Upgrade the system to the latest version of Cisco IOS software in your release train. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CT3-3-PROCESS\_FAIL: process creation failed for [chars]

**Explanation** A command could not be processed because of a process-creation failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_CT3-3-SUBRATE\_FPGA\_DL\_FAILED: [chars]: Failed to download the subrate FPGA image.

**Explanation** The specified SPA was not able to download the subrate FPGA image during a card-initialization sequence. The image might be corrupted and the system will try to recover from this error by upgrading the image.

**Recommended Action** If the system cannot recover from this error automatically after a few attempts, it will power off the affected SPA. In that case, copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module subslot slot-number/subslot-number fpd** and **show hw-module subslot slot-number/subslot-number oir** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_DATABUS Messages

This section contains SPA data bus interface messages.

**Error Message** %SPA\_DATABUS-3-PACKET\_GAP\_ERROR: [chars] [chars] - A packet gap error has occurred

**Explanation** The data bus interface on this line card is experiencing a hardware-related issue. No loss of data or data corruption should occur. Packets should continue to be forwarded because this error will occur only with a hardware failure.

**Recommended Action** If this error recurs, verify whether the failed hardware is the SIP or the SPA. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_BAD\_CHAN\_NUM: [chars] [chars] - An error condition on the SPA data bus has occurred.

**Explanation** An error condition on the SPA data bus has occurred. This condition can be caused by a software fault only.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_BAD\_CNTR\_WORD: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

**Explanation** An error condition has occurred on the data bus between the SPA and the SIP. Symptoms of this error include data corruption or a short duration of data loss. In addition, the interface may lock up.

**Recommended Action** If this error recurs, verify whether the failed hardware is the SIP or the SPA. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_CALENDAR\_LEN: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

**Explanation** An error condition on the data bus between the SPA and the SIP has occurred. This condition results from a software fault.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_CRTL\_WD\_NO\_DIP4: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

**Explanation** This message points to an error condition on the SPA data bus. Symptoms of this error include data corruption or a short duration of data loss.

**Recommended Action** If this error recurs, verify whether the failed hardware is the SIP or the SPA. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_FIFO\_STATUS\_BUS: [chars] [chars] - FIFO status bus out of frame condition has occurred.

**Explanation** The data bus interface on this line card is experiencing a hardware-related issue. When this condition is occurring, the interface will be down or may not forward any traffic. This error will occur only with a hardware failure.

**Recommended Action** If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_OUT\_OF\_FRAME: [chars] [chars] - A data bus out of frame error condition has occurred

**Explanation** An error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, the interface will be down or may not forward any traffic. This error will only occur with a hardware failure.

**Recommended Action** Power down and reseal the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_SEQUENCE: [chars] [chars] - A sequence error has occurred.

**Explanation** A sequence error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, a short duration of packet loss may be noticed. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes are made to the configuration. This error will occur only with a hardware failure.

**Recommended Action** If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_SINGLE\_DIP2\_PARITY: [chars] [chars] - A single DIP 2 parity error on the FIFO status bus has occurred.

**Explanation** The data bus interface on this line card is experiencing a hardware-related issue. Some packets may be dropped. This error will occur only with a hardware failure.

**Recommended Action** If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_SINGLE\_DIP4\_PARITY: [chars] [chars] - A single DIP4 parity error has occurred on the data bus.

**Explanation** A single parity error has occurred on the data bus between the SPA and the SIP. When this condition is occurring, a short duration of packet loss or symptoms resulting from data corruption may occur. This condition may indicate a developing hardware failure. This error should occur very infrequently during normal operation and should not occur when no changes are made to the configuration.

**Recommended Action** Power down and reseal the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_SINK\_FIFO\_OVERFLOW: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

**Explanation** An error condition on the data bus between the SPA and the SIP has occurred. Possible causes include misconfiguration of maxburst parameters, incorrect FIFO sizing, or improper FIFO threshold settings.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_SINK\_FIFO\_UNDERRUN: [chars] [chars] - An error condition on the data bus between the SPA and the SIP has occurred.

**Explanation** An error condition on the data bus between the SPA and the SIP has occurred. Possible causes include misconfiguration of maxburst parameters, incorrect FIFO sizing, or improper FIFO threshold settings.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. You may need to load a more recent version of the software. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_DATABUS-3-SPI4\_UNALIGNED\_BURST: [chars] [chars] - An error on the data bus has occurred.

**Explanation** Under normal conditions, the transitions from the data burst state to payload control or idle control are possible only on integer multiples of 8 cycles or upon the end of a packet. This error happens if the modelware (MW) bit flips on the bus with coincidental good 4-bit diagonal interleave parity (dip4) or due to a malfunctioning source.

**Recommended Action** Power down and reseal the card. If this error recurs, verify whether the failed hardware is the SIP or the SPA, because this error will occur only with a hardware failure. If supported by the platform, try running diagnostics on the suspected hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number errors spi4** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SPA\_EEPROM Messages

This section contains shared port adapter (SPA) EEPROM messages.

## SPA\_EEPROM-3

**Error Message** %SPA\_EEPROM-3-FIELD\_NOT\_FOUND: [chars]: Failed to find content of field type [hex] with data size = [dec] bytes. The EEPROM might require an update.

**Explanation** The system failed to find the content of the specified field type from the SPA EEPROM. The format of the EEPROM of the specified SPA might not be up to date.

**Recommended Action** Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module** *slot-number/subslot-number* **dump** command or the **show diag subslot** *slot-number/subslot-number* command (depending on the support of the platform) to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_EEPROM-3-FORMAT\_ERROR: [chars]: [chars]. The EEPROM might require an update.

**Explanation** A format error has been detected in the EEPROM of the specified SPA. The type of error is specified in the message.

**Recommended Action** Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module** *slot-number/subslot-number* **dump** command or the **show diag subslot** *slot-number/subslot-number* command (depending on the support of the platform) to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_EEPROM-3-READ\_FAILED: Failed to read the EEPROM content of [chars] in [chars] (offset=[hex], num\_byte=[int])

**Explanation** The system failed to read the EEPROM content of the specified SPA with the specified offset value and number of bytes to read.

**Recommended Action** Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot-number/subslot-number dump** command or the **show diag subslot slot-number/subslot-number** command (depending on the support of the platform) to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_EEPROM-3-RPC\_FAILED: Failed to send RPC message to [chars] EEPROM of [chars] in [chars] - [chars]

**Explanation** The system failed to send an RPC message to read or write the EEPROM of the specified SPA. The cause of the error condition is shown in the message.

**Recommended Action** Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_EEPROM-3-SET\_WR\_PROTECT\_FAILED: [chars]: Failed to [chars] the EEPROM write protect mode on [chars].

**Explanation** The system failed to enable or disable the write protect mode for the SPA EEPROM on the specified device. This might happen if the device were busy performing other tasks.

**Recommended Action** Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot-number/subslot-number dump** command or the **show diag subslot slot-number/subslot-number** command (depending on the support of the platform) to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_EEPROM-3-SW\_ERROR: NULL

**Explanation** There is a problem in the internal software coding. This message should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_EEPROM-3-WRITE\_FAILED: Failed to write the EEPROM content for [chars] in [chars] (offset=[hex], num\_byte=[int])

**Explanation** The system failed to write data into the EEPROM of the specified SPA with the specified offset value and number of bytes to write.

**Recommended Action** Retry the operation. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show idprom module slot-number/subslot-number dump** command or the **show diag subslot slot-number/subslot-number** command (depending on the support of the platform) to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_EEPROM-4

**Error Message** %SPA\_EEPROM-4-CANNOT\_UPDATE: [chars]: EEPROM data cannot be updated at this moment because the SPA is not in service.

**Explanation** The EEPROM update operation cannot be performed because the specified SPA could have been in an out-of-service state, an admin down state, or is trying to get initialized.

**Recommended Action** Retry the operation when the SPA is in service. Check the operational status of the SPA with the **show hw-module subslot slot-number/subslot-number oir** command. If the SPA is shown to be in the out-of-service state, correct the specified problem before the retry to update EEPROM. If the state shown is admin down, reenable the SPA by entering the **no hw-module subslot slot-number/subslot-number shutdown** command.

**Error Message** %SPA\_EEPROM-4-DATA\_TRUNCATED: [chars]: Data will be truncated for field type [hex] - size ([int] bytes) too big for this field type ([int] bytes)

**Explanation** The provided data to be written into the specified field type of the SPA EEPROM is too big. The data will be truncated to fit into the allowed space.

**Recommended Action** Retry the operation with a data size that will fit into the specified size for the field type.

## SPA\_ETHER Messages

This section contains 4-port 10/100, 2-Port 10/100/1000 Ethernet shared port adapter (SPA) messages.

### SPA\_ETHER-1

**Error Message** %SPA\_ETHER-1-ALLOCFAIL: Subslot [dec]/[dec], [chars] allocation failure ([chars])

**Explanation** The router has failed to allocate sufficient memory for a software module on the Ethernet SPA located in the specified subslot. The error message indicates the modular services card slot, the SPA subslot, the SPA type and the name of the software module.

**Recommended Action** Perform an OIR of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. Enter the **show memory summary** command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_ETHER-3

**Error Message** %SPA\_ETHER-3-HW\_ERROR: Subslot [dec]/[dec], [chars] Hardware device error ([chars]) detected, reactivating the SPA

**Explanation** An internal hardware device error has occurred on the Ethernet SPA. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the hardware device. The SPA has been deactivated and reactivated to resolve the problem. If the error occurs more than five times within an hour, no further attempts to reactivate the SPA will be made. This condition is most likely due to an unrecoverable hardware failure.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-INITFAIL: Subslot [dec]/[dec], [chars] initialization failure ([chars])

**Explanation** Initialization of an internal device on the Ethernet SPA in the specified subslot has failed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the device that failed to initialize. The message also provides the interface name and other details about the error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-INVALID\_PORT: Subslot [dec]/[dec], [chars] Incorrect port number ([dec]) specified for SPA

**Explanation** An internal error has been encountered by the Ethernet software driver for the SPA. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the invalid interface port number. This condition is caused by a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-SEND\_MSG: Subslot [dec]/[dec], [chars] Failed to notify driver process about a line state change in one of the SPA interfaces

**Explanation** A state change has occurred on the line of one of the interface ports on the Ethernet SPA. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. Information to identify the affected interface port on the SPA is not provided. The affected interface might not function properly.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-SFP\_EEPROM\_READ\_FAIL: [chars], [chars] initialization failure ([chars])

**Explanation** The pluggable transceiver module (SFP) on the Ethernet SPA could not be initialized because the EEPROM on the pluggable transceiver module (SFP) could not be read. The error message specifies the modular services card slot, the SPA subslot, the SPA port, the SPA type and the name of the device that failed to initialize.

**Recommended Action** Ensure that the pluggable transceiver module (SFP) is properly seated in the SPA port by reseating it. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply

clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-SFP\_SEC\_FAIL: [chars], [chars] initialization failure ([chars])

**Explanation** The pluggable transceiver module (SFP) on the Ethernet SPA could not be initialized because it could not pass the SFP security check. The error message specifies the modular services card slot, the SPA subslot, the SPA port, the SPA type and the reason for the security check failure.

**Recommended Action** Try replacing the pluggable transceiver module (SFP) with a Cisco approved pluggable transceiver module (SFP). If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-SPI4\_NOT\_IN\_SYNC: Subslot [dec]/[dec], [chars] SPI4 internal interface is not synchronized with the modular services card for the SPA located in the specified subslot.

**Explanation** The SPI4 internal path between the modular services card and the SPA is not synchronized. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This error indicates that either the SPA is not properly inserted into the MSC or a hardware failure has occurred on the SPA.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-TCAM\_ACCESS\_FAILURE: Subslot [dec]/[dec], [chars]  
Failure in accessing the TCAM device ([chars], status = [hex])

**Explanation** An attempt to access the TCAM device on the SPA has failed. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a hardware failure.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-TCAM\_INST\_CREATE\_FAIL: Subslot [dec]/[dec], [chars]  
Failed to create the TCAM management instance (status = [hex])

**Explanation** The SPA failed to create the internal data structures that are required to manage TCAM entries. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-TCAM\_MAC\_DA\_TABLE\_ACCESS\_FAILURE: Subslot [dec]/[dec], [chars]  
Failure in accessing the TCAM destination MAC address table ([chars])

**Explanation** The TCAM destination MAC address table for the SPA interface could not be accessed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface number. This error indicates either a software error or a hardware failure.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply

clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-TCAM\_MAC\_DA\_TABLE\_INVALID: Subslot [dec]/[dec], [chars]  
Destination MAC address filter table is invalid for interface [dec]

**Explanation** The internal data structure that is used by the SPA to manage the destination MAC address filtering for an interface port is invalid. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the interface port. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-TCAM\_VLAN\_TABLE\_ACCESS\_FAILURE: Subslot [dec]/[dec],  
[chars] Failure in accessing the TCAM VLAN address table ([chars])

**Explanation** An attempt to access the TCAM VLAN table for the SPA has failed. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface. This condition indicates either a software error or a hardware failure.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-3-TCAM\_VLAN\_TABLE\_INVALID: Subslot [dec]/[dec], [chars] VLAN filter table is invalid for interface [dec]

**Explanation** The internal data structure used by the SPA to manage the VLAN filtering is invalid. The SPA supports a separate VLAN table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the affected interface. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_ETHER-4

**Error Message** %SPA\_ETHER-4-BAY\_NOT\_FOUND: Subslot [dec]/[dec], [chars] Failed to get the bay information

**Explanation** A software data structure could not be retrieved for the subslot. The message text specifies the modular services card slot, the affected subslot, and the SPA type. This condition indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-4-NOPROCESS: Subslot [dec]/[dec], [chars] creation of [chars] process failed

**Explanation** A software process to manage the SPA could not be created. The message text specifies the modular services card slot, the SPA subslot, the SPA type, and the name of the process. This error message will be accompanied by a Cisco IOS software error message that gives more information about the cause for this failure.

**Recommended Action** Enter the **show memory summary** command to attempt to determine the cause of the error. Reduce system activity to reduce memory demands. If conditions warrant, upgrade to a larger memory configuration. If you require further assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or

contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-4-TCAM\_MAC\_DA\_TABLE\_FULL: Subslot [dec]/[dec], [chars] Destination MAC address filter table is full for interface [dec], MAC address = [enet], mask = [enet]

**Explanation** The TCAM destination MAC address table for an interface on the SPA is full. The SPA supports a separate MAC table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, the affected interface, and the MAC address. The specified MAC address will not be added to the TCAM table.

**Recommended Action** Attempt to remove some of the registered MAC addresses for the interface by changing the interface configuration. To verify the MAC addresses currently in use by an interface, enter the **show controllers** command.

**Error Message** %SPA\_ETHER-4-TCAM\_VLAN\_TABLE\_FULL: Subslot [dec]/[dec], [chars] VLAN filter table is full for interface [dec], VLAN identifier = [dec]

**Explanation** The TCAM VLAN filter table for an interface on the SPA is full. The SPA supports a separate MAC table for each interface. The message text specifies the modular services card slot, the SPA subslot, the SPA type, the affected interface, and the VLAN entry that failed. The specified VLAN identifier will not be added to the TCAM table.

**Recommended Action** Attempt to remove some of the registered VLANs for the interface by changing the interface configuration. To verify the VLAN IDs currently in use by an interface, enter the **show controllers** command.

**Error Message** %SPA\_ETHER-4-TEMPERATURE\_READ\_FAIL: Subslot [dec]/[dec], [chars] Failed to read current temperature from sensor [dec], (status = [hex])

**Explanation** The current temperature reading on the SPA cannot be determined. The message text specifies the modular services card slot, the SPA subslot, and the SPA type. This condition indicates a hardware failure.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_ETHER-4-VOLTAGE\_READ\_FAIL: Subslot [dec]/[dec], [chars] Failed to read the current voltage for [chars] supply

**Explanation** The current voltage reading for the SPA voltage supply cannot be determined. The error message indicates the modular services card slot, the SPA subslot, the SPA type and the identification of the voltage supply. This error indicates a hardware failure.

**Recommended Action** Perform an OIR operation of the SPA located in the specified subslot. Before removing the SPA, enter the **hw-module subslot stop** command. Remove the SPA, wait 5 seconds, and reinsert the SPA into the MSC. If the problem persists, copy the message exactly as it appears on the console or in the system log. Enter the **show diag** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_ETHER-6

**Error Message** %SPA\_ETHER-6-TCAM\_VLAN\_FILTERING\_DISABLED: Subslot [dec]/[dec], [chars] TCAM VLAN filter table is full, disabling VLAN filtering for interface [dec]

**Explanation** VLAN filtering for the specified interface has been disabled because the VLAN table is full. This means that the SPA will transmit frames destined for any VLAN ID to the route processor. The SPA supports a separate VLAN table per interface. The error message indicates the modular services card slot, the SPA subslot, the SPA type, and the affected interface.

**Recommended Action** To verify the VLAN IDs that are currently in use by an interface, enter the **show controllers** command. You can remove some of the existing VLANs from the interface configuration to reactivate VLAN filtering on the indicated interface.

**Error Message** %SPA\_ETHER-6-TCAM\_VLAN\_FILTERING\_ENABLED: Subslot [dec]/[dec], [chars] Enabling VLAN filtering for interface [dec]

**Explanation** VLAN filtering for the specified interface is enabled. The SPA supports a separate VLAN table per interface. The error message indicates the modular services card slot, the SPA subslot, the SPA type, and the affected interface.

**Recommended Action** VLAN filtering has been reactivated, and the VLAN table is no longer full. This means that the SPA will transmit frames to the route processor only for those VLAN IDs configured on the specified interface. To verify the VLAN IDs that are currently in use by an interface, enter the **show controllers** command.

## SPA\_FPD Messages

This section contains shared port adapter (SPA) field-programmable device (FPD) messages.

### SPA\_FPD-2

**Error Message** %SPA\_FPD-2-PWR\_NO\_OK: SPA POWER OK signal is not asserted for [chars] in [chars] for FPD upgrade.

**Explanation** A check for the SPA POWER OK signal assertion failed. This might indicate a hardware problem with the SPA.

**Recommended Action** Contact your Cisco technical support representative to have the SPA replaced.

### SPA\_FPD-3

**Error Message** %SPA\_FPD-3-GETVER\_FAILED: Failed to get FPD version for SPA in subslot [dec]: [chars].

**Explanation** Failed to get a field-programmable device (FPD) version due to either an IPC problem or an operation error. The card will be disabled.

**Recommended Action** Check the SPA seating and the SPA status. Ensure compatibility among FPD, Cisco IOS, and possible SPA firmware by comparing the output of the **show hw-module subslot fpd** command with Cisco IOS release notes. Obtain the Cisco IOS version by entering the **show version** command.

**Error Message** %SPA\_FPD-3-JTAG\_ERR: [chars]: Failed to program a [chars] FPD image file. Error code [hex].

**Explanation** An error occurred while attempting to program a SPA FPGA using the JTAG bus. It could be caused by an outdated carrier card FPGA or SPA connection, or it may also result from an internal software error.

**Recommended Action** Reseat the SPA and retry the upgrade. Verify that the carrier card FPGA is current. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_FPD-3-PWR\_OFF\_FAILED: Failed to power-off [chars] in [chars] for FPD offline upgrade within [dec] seconds.

**Explanation** The power-off operation of the indicated SPA failed within the number of specified seconds. This might indicate that the waiting time for the SPA to power off is not long enough, which can happen if the SPA has many interfaces configured.

**Recommended Action** Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before retrying the upgrade operation.

**Error Message** %SPA\_FPD-3-SMM665\_CONF\_WRITE\_ERROR: [chars]: Failed to write new configuration into SMM665 device.

**Explanation** An error occurred while attempting to write to the SMM665 through the Cisco 2-wire (C2W) serial interface from the SPA carrier card. The C2W serial interface may be busy.

**Recommended Action** Retry the upgrade operation again later. If the problem persists, remove the configuration of the SPA before retrying the upgrade operation.

**Error Message** %SPA\_FPD-3-SW\_ERROR: NULL

**Explanation** This is an internal software error, which should not be seen under normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_FPD-3-UPGRADE\_FAILED: Failed to upgrade FPD for SPA in subslot [dec], [chars].

**Explanation** The FPD image upgrade operation has failed. This error is specific to the SPA. The cause could be a wrong image file, an error in accessing FPGA storage, or a physical interrupt, such as a power failure or card removal. Depending on the SPA type and error cause, the card could be in an unusable status. Normally the system automatically reattempts the upgrade and shuts down the card after repeated failures.

**Recommended Action** Do not interrupt the system while an FPD upgrade is in progress. Obtain the matching FPD package. Refer to the Cisco IOS release notes for more information on obtaining the correct FPD package for the SPA. Review the output of the RP FPD logs.

## SPA\_HA Messages

This section contains SPA high availability (HA) messages.

**Error Message** %SPA\_HA-3-BADSWITCHOVER: [chars]: Invalid HA event detected: [chars]

**Explanation** An HA switchover event occurred before initialization was finished.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_IPSEC Messages

This section contains IPsec VPN SPA (SPA-IPSEC) messages.

### SPA\_IPSEC-3

**Error Message** %SPA\_IPSEC-3-BOOT\_FAIL: [chars]: [chars].

**Explanation** The SPA failed to boot up for the specified reason.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC-3-BRDTYPE: Incorrect jacket card board type [dec] detected.

**Explanation** The detected SIP/SSC module type is not a C7600-SSC-400 or C7600-SSC-600.

**Recommended Action** Install the module carrier type that supports your SPA.

**Error Message** %SPA\_IPSEC-3-OVERRIDE: [chars]: Overriding bundled firmware with ssc[int] - [chars].

**Explanation** The specified file was used instead of a bundled file. This is a debugging feature.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_IPSEC-3-PROC\_FAIL: [chars]: [chars] Process creation failed.

**Explanation** Cannot allocate memory for the specified process.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC-3-PWRCYCLE: SPA ([dec]/[dec]) is being power-cycled (Module not responding to keep-alive polling).

**Explanation** The SPA has stopped responding to keepalive polling from the carrier card. The SPA has been power-cycled.

**Recommended Action** Once the SPA is back on line, retrieve the crash dump data that was saved on the bootflash of the supervisor engine. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC-3-QUACK: %s: Skipping quack authentication for hw ver %d.%d.

**Explanation** Quack authentication was not performed for some prototype boards.

**Recommended Action** No action is required.

**Error Message** %SPA\_IPSEC-3-SKIP\_SPI: %s: Skipping SPI Init.

**Explanation** SPI initialization will not be performed. This is a debugging feature.

**Recommended Action** No action is required.

**Error Message** %SPA\_IPSEC-3-SPA\_BUS: %s: SPA Bus timeout.

**Explanation** A timeout occurred while trying to access the SPA.

**Recommended Action** Reseat the board and try again. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA-IPSEC-2G Messages

This section contains IPsec VPN SPA (SPA-IPSEC-2G) messages.

### SPA-IPSEC-2G-2

**Error Message** %SPA\_IPSEC-2G-2-ACE\_PKA\_KAT\_FAILURE: PKA: Known Answer Test failure: [chars]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-2-ACEIKEADRVPKRM: Decode of RSA Private Key [dec] failed

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-2-ACEIKEAPRVCREDRV: Driver refused RSA Private Key

**Explanation** Attempt to create too many PKI sessions on SPA.

**Recommended Action** Reduce system load.

**Error Message** %SPA\_IPSEC\_2G-2-ACEIKEAPRVDRV: Driver refused RSA Private Key

**Explanation** Attempt to create too many PKI sessions on SPA.

**Recommended Action** Reduce system load.

**Error Message** %SPA\_IPSEC\_2G-2-ACEIKEAPVRMDRV: Decode of RSA Private Key [dec] failed

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-2-ACENVRAMCSUM: NVRAM Checksum failed

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-2-ACENVRAMWR: Write to nvram failed

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA-IPSEC-2G-2-ACESCPERROR: Null MAC address pointer in SCP module

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA-IPSEC-2G-3

**Error Message** %SPA\_IPSEC\_2G-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, contact TAC with the output of show tech-support command .

**Error Message** %SPA-IPSEC-2G-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp [dec]: TmInsertSp failed

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI10OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=[int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than [dec] pending nested callbacks from TcamMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Can safely ignore.

**Error Message** %SPA-IPSEC-2G-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use

**Explanation** An error has been reported by the firmware.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI14BADCMCID: PcpSpdCreateCme: cannot create Cme with ID=[dec]: too large

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow [dec]: Sa is in the wrong state

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI18BADPARAM: PcpManCreateSMap: cannot create outbound SPD Map [int] with ingress access list [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow [dec] with non-existing Cme [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI1OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=[dec], aclId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for aclId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow [dec]: conditions for transport adj. are not met

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI29SPDFFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number [dec] for cmeId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old [chars]bound flow [dec] while activating [chars]bound flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=[int], hardSecs=[int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=[int], hardKBytes=[int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow [dec] with selector ranges not intersecting parent Sp

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp [dec] selector sets

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp's selector sets

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses [int].[int].[int].[int] and [int].[int].[int].[int] for other Sa of flow [dec]: expected [int].[int].[int].[int] and [int].[int].[int].[int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI41SPDFAILED: PcpQOpSaActivated: cannot finish activating Sa [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme [dec] without Acl

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=[dec],entry=[dec]), Sa already exists

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: [dec] pending Ops, [dec] Flows and [int] Cmes already exist or TcamMan is busy

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow [dec]: Sa is not active

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Can safely ignore.

**Error Message** %SPA-IPSEC-2G-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa [dec], old Sa [dec] already has successor Sa [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI50OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]), cmeId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int] in state [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of range [0,[int]]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl [int] when Acl state is [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI55SPDFFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec] for flowId [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow [dec] already being deleted

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow [dec] already queued for deletion

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow [dec] as per-host with subset of Sp as a selector set

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size [dec] for opcode [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI60UOTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI60SPDFFAILED: PcpManSaUpdateError: cannot update Flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] with bad spdId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow [dec] while using fast policy mode

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow [dec] when SA is not active

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Can ignore safely.

**Error Message** %SPA-IPSEC-2G-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap [int] with Acl [int] when Acl state is [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec], aclId=[dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme [int] with spdId [int] out of range [0, [int]]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI70OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId [int]: queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI73BADPARAM: PcpSpdCreatesMap: cannot create SPD map with mapId [int] out of range [0,[int]]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI74IDINUSE: PcpSpdCreatesMap: cannot create SPD map with mapId [int] already in use

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TeamMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [hex]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map [int] using non-existent access list [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map [int]: out of memory

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] when Cme is not ready

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId [dec]: operation queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int] with TcamMan

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI84BADPARAM: PcpManCreateSMap: cannot create SPD map [int] with spdId [int] out of range [0, [int]]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]: out of memory

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [dec]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId [dec]: operation queue is full

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply crypto map. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-3-ACEIKEADELCB: [chars]:[dec]: unexpected ([dec]) error on delete callback

**Explanation** Probable software bug.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKARSAPRVXCR: PKA: PkaRsaPrivXcrypt() invalid input buffer length [dec]

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKARSAPUBXCRBUFLN: PKA: PkaRsaPubXcrypt() invalid input buffer length [dec]

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKASKOLENCROP2: PKA: 0 length crypto operation

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKASKOLENCRYOP3: PKA: 0 length crypto operation

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKASKOLENOP: PKA: 0 length crypto operation

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKASK1STFRAGSHRT: PKA: 1st frag too short for crypto operation

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKASKDESNOTMUL82: PKA: DES/3DES data length not multiple of 8

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ACEPKASKDESNOTMULT8: PKA: DES/3DES data length not multiple of 8

**Explanation** Data error in PKI certificate.

**Recommended Action** Verify certificate server for proper operation.

**Error Message** %SPA\_IPSEC\_2G-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr: [hex]

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC with output from the **show pcp sas** command.

**Error Message** %SPA\_IPSEC\_2G-4-ICPUPP3: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA SPI [hex].

**Explanation** Auditable event.

**Recommended Action** To see the details, enter the **show crypto ipsec sas** command.

**Error Message** %SPA-IPSEC-2G-3-SPI\_NOT\_AVAIL: SPI [hex] is not available

**Explanation** Crypto connect config could not be programmed correctly.

**Recommended Action** Remove and reapply crypto connect commands. If the failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA-IPSEC-2G-4

**Error Message** %SPA\_IPSEC\_2G-4-ACEIPCOMPINGPRE: IPC ping ([chars]): premature ping...awaiting response to previous ping

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-4-ACEIPCOMPINGSEQ: IPC ping ([char]CPU): seq.# does not match: Expected [dec], got [dec]

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-4-ACEIPCOMPINGSKIP: IPC ping ([char]CPU): Skipped [dec] times before receiving reply

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-4-ACEIPCXNOBUF2: ICPU unable to allocate msg buf for Ping Reply: [dec]

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-4-ACEIPCXNOBUF3: OCPU unable to allocate msg buf for Ping Reply: [dec]

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-4-ACEIPCXPINGNOBUF: [dec] srcCPU unable to allocate msg buf for Ping Reply in CB: [dec]

**Explanation** Error reported by firmware.

**Recommended Action** Contact TAC.

**Error Message** %SPA-IPSEC-2G-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply the crypto map. If failure persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ACETCAMPKTNOSA: Packet event for a non-existing SA.

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-4-ACETCAMPKTNOSP1: EarlyPkt Exit1.

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply the crypto map. If failure persists, contact TAC with the output of the **show tech-support** command.

**Error Message** %SPA\_IPSEC\_2G-4-ACETCAMPKTNOSP2: EarlyPkt Exit2.

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply the crypto map. If failure persists, contact TAC with the output of the **show tech-support** command.

**Error Message** %SPA\_IPSEC\_2G-4-ACETCAMPKTNOSP3: EarlyPkt Exit3.

**Explanation** Configuration not downloaded correctly.

**Recommended Action** Remove and reapply the crypto map. If failure persists, contact TAC with the output of the **show tech-support** command.

**Error Message** %SPA-IPSEC-2G-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

**Explanation** Error reported by firmware.

**Recommended Action** Transient error. No action.

**Error Message** %SPA\_IPSEC\_2G-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

**Explanation** Error reported by firmware.

**Recommended Action** Transient error. No action.

**Error Message** %SPA\_IPSEC\_2G-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

**Explanation** Error reported by firmware.

**Recommended Action** If persistent, restart VPNSPA.

**Error Message** %SPA-IPSEC-2G-4-ACEXCPUCMMTU2: CFGMON: Failed to set MTU. Invalid data [dec], ifvlan [hex].

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ACEXCPUCMRESP: XcpuCfgMonReqCallback:Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-4-ANTIREPLAYWINDOWDEFAULT: Using default replay window for SA SPI [hex]

**Explanation** Unable to allocate more than 8K extended replay windows.

**Recommended Action** New SAs will use the default window size if no resource is available.

**Error Message** %SPA\_IPSEC\_2G-4-BULKIP: Wrong type [dec] size:5d.

**Explanation** System IP address not downloaded correctly.

**Recommended Action** Remove and reapply the IP address on the interfaces, and if the problem persists, contact TAC.

**Error Message** %SPA-IPSEC-2G-4-DUMPMEM: [hex]: [hex] [hex] [hex] [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-EDSDEBUG: SingleBufErr: ([hex])

**Explanation** Multibuffer packet received during FIPS test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-FIPSCHECK3: FIPS Failed Packet Comparison.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-FIPSCHECK4: FIPS Test Completed Successfully.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ICPUFRAG1: PktReasmSetAction failed.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP3: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA SPI [hex].

**Explanation** No matching SA was found for the received encrypted packet. This message is most likely to occur during rekeying when the inbound SA is not yet established.

**Recommended Action** If the message persists and packets are being lost, check whether the CPU is overloaded or the crypto engine is oversubscribed.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP4: Illegal pkt dst:[dec].[dec].[dec].[dec] proto:[dec] spi:[hex], no match on SA dst[dec].[dec].[dec].[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP8: Illegal clear pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec].

**Explanation** Clear packets were received that should have been encrypted.

**Recommended Action** Check whether the remote peer has a correct security policy and SA to encrypt the packets. Compare IP addresses of the packets with crypto ACLs.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP9: Packet src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] seq num:[hex] failed replay check last seq num:[hex] for SA:[hex].

**Explanation** IPsec packets have failed the anti-replay check. A common cause is the use of QoS in your network. With QoS, lower priority packets can arrive late, missing the anti-replay check window. When this condition occurs, higher level protocols can request retransmission so that functionality is not lost. Time-sensitive protocols, such as voice traffic, might be degraded due to dropped or late packets.

**Recommended Action** Increase the anti-replay window size. If anti-replay checking is not needed, disable it. Display the SA with the given index - **show tacm ipr sa** .

**Error Message** %SPA-IPSEC-2G-4-ICPUPP10: Packet src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto ESP, but not SA proto!

**Explanation** The received packet's protocol does not match the SA protocol. The SA expects AH, but the packet uses ESP.

**Recommended Action** Check whether the negotiated protocol matches the configured transform sets of both peers. Contact TAC with outputs of **show crypto ipsec sas** command.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP11: Packet src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto AH, but not SA proto!

**Explanation** The received packet's protocol does not match the SA protocol. The SA expects ESP, but the packet uses AH. Contact TAC with outputs of **show crypto ipsec sas** command.

**Recommended Action** Check whether the negotiated protocol matches the configured transform sets of both peers.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP12: IPPE says IPsec, not pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec]!

**Explanation** An error has been reported by the firmware.

**Recommended Action** No action.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP13: Policy check failed for pkt src:[dec].[dec].[dec].[dec] dst:[dec].[dec].[dec].[dec] proto:[dec] SA index:[hex]

**Explanation** The decrypted packet does not match the security policy.

**Recommended Action** Check whether the security policy on both peers is symmetric.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP14: Pkt src: [dec].[dec].[dec].[dec] dst: [dec].[dec].[dec].[dec] proto: [dec] match deny; SA index [hex]

**Explanation** Auditable event: Policy check failed for inbound packet.

**Recommended Action** Check the crypto ACLs (whether the security policy on both peers is symmetric).

**Error Message** %SPA-IPSEC-2G-4-ICPUPP15: SecInfo [hex] doesn't match with SA [hex] SA index: [hex]

**Explanation** An unexpected and unsupported nesting of SA was detected.

**Recommended Action** Remove any nested SA.

**Error Message** %SPA-IPSEC-2G-4-ICPUPP16: Inner proto [dec] must be IPSec but is not

**Explanation** An unexpected and unsupported nesting of SA was detected.

**Recommended Action** Remove any nested SA.

**Error Message** %SPA-IPSEC-2G-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to add local IP Addr [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ICPUSYSIPADDRDEL: PktProcAddSysIpAddr: Unable to delete local IP Addr [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index:[hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** For details enter the **show tcam ipr sa** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-RECOVERYDONE: CP Lockup Recovery - Done

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA-IPSEC-2G-4-RECOVERYSTART: CP Lockup Recovery - Start (OCPU)

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-4-SINGLEIP: Wrong type [dec] size:[dec].

**Explanation** Error reported by firmware.

**Recommended Action** No action.

**Error Message** %SPA\_IPSEC\_2G-4-SPDID: XcpuSetVlanSpdId: IpcAllocFailed

**Explanation** Crypto connect config could not be programmed correctly.

**Recommended Action** Remove and reapply crypto connect commands, and if problem persists, contact TAC.

**Error Message** %SPA-IPSEC-2G-4-XCPURECOVERY: Error Disabling CP

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA-IPSEC-2G-5

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKADHGSHIDNOALL: PkaDhGenerateShared:DH session ID [dec] not allocated

**Explanation** Invalid crypto ID used, command rejected, likely due to high system load.

**Recommended Action** Reduce system load.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKADHGSIDINUSE: PKA: PkaDhGenerateSessionInt: DH session id [dec] already in use

**Explanation** Invalid crypto ID used, command rejected, likely due to high system load.

**Recommended Action** Reduce system load.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKADHGSINVID: PKA: PkaDhGenerateSessionInt: invalid DH session id [dec]

**Explanation** Possible software bug.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKAINITCmpl: BCM5820: Initialization complete

**Explanation** These messages are normal after SPA bootup.

**Recommended Action** Can ignore safely.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKANOBDESC: PKA: no data buffer descriptors available

**Explanation** Out of buffers for crypto operation.

**Recommended Action** Reduce system load.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKANOMOREDHRPS: PKA: no more DH groups available

**Explanation** Too many DH groups defined. Possible software error.

**Recommended Action** Contact TAC.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKAPOSTRSTDELAY: PKA: BCM5820 post reset delay

**Explanation** These messages are normal after SPA bootup.

**Recommended Action** Can ignore safely.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKARESUB: BCM5820: Resubmitting crypto request

**Explanation** These messages are normal after SPA bootup.

**Recommended Action** Can ignore safely.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKARESUBPK: BCM5820: Resubmitting PK request [hex]

**Explanation** These messages are normal after SPA bootup.

**Recommended Action** Can ignore safely.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKARSARMPBUSYID: PKA: can't remove busy RSA private session [dec]

**Explanation** Trying to delete a busy RSA session. May be caused by out-of-order messaging on a highly loaded system.

**Recommended Action** Reduce system load.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKARST: PKA: BCM5820 in reset

**Explanation** These messages are normal after SPA bootup.

**Recommended Action** Can ignore safely.

**Error Message** %SPA\_IPSEC\_2G-5-ACEPKARSTCOMPL: BCM5820: Reset complete

**Explanation** These messages are normal after SPA bootup.

**Recommended Action** Can ignore safely.

## SPA-IPSEC-2G-6

**Error Message** %SPA-IPSEC-2G-6-ACEPKAHWCRNGT: PKA: HW RNG has duplicate data, discarding

**Explanation** Duplicate random data detected, duplicate data was discarded.

**Recommended Action** This is normal operation if seen rarely. Contact TAC if seen frequently.

**Error Message** %SPA\_IPSEC\_2G-6-ACEPKAPKNOMCR2: PKA: no Public Key MCRs available

**Explanation** Out of buffers for crypto operation.

**Recommended Action** Reduce system load.

**Error Message** %SPA-IPSEC-2G-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex][hex]; 0Unrecognized format 'x%p' 0Unrecognized format 'x%p' idx:[hex]

**Explanation** An error has been reported by the firmware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_IPSEC\_2G-6-ACEPKARNG: PKA: seed key is same as the seed, discarding

**Explanation** Duplicate random data detected, duplicate data was discarded.

**Recommended Action** This is normal operation if seen rarely. Contact TAC if seen frequently.

**Error Message** %SPA\_IPSEC\_2G-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex][hex]; 0Unrecognized format 'x%p' 0Unrecognized format 'x%p' idx:[hex]

**Explanation** Duplicate random data detected, duplicate data was discarded.

**Recommended Action** This is normal operation if seen rarely. Contact TAC if seen frequently.

**Recommended Action**

**Error Message** %SPA-IPSEC-2G-6-ACEPKARNGKAT: PKA: RNG failed KAT

**Explanation** Pseudo-RNG known-answer-test failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## Error Message

# SPA\_MIB Messages

This section contains SPA MIB messages.

**Error Message** %SPA\_MIB-4-DATA\_LEN: [chars]: MIB message lengths mismatch([chars]), expecting [dec] bytes, receiving [dec].

**Explanation** The MIB updates expected more data than was received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SPAN Messages

This section contains Switched Port Analyzer (SPAN) messages.

## SPAN-0

**Error Message** %SPAN-0-DISTRIBUTED\_EGRESS\_INCOMPATIBLE: Distributed egress SPAN is not recommended up to certain hardware revision of WS-X6708-10GE

**Explanation** The distributed egress SPAN feature is not supported on WS-X6708-10GE hardware revisions earlier than version 1.4. By default, the system will be in centralized mode. Attempting to enable the distributed feature will cause this warning message, but will not prevent the feature from being configured.

**Recommended Action** Disable distributed egress SPAN by entering the **no monitor session egress replication-mode distributed** command in global configuration mode. For further caveats on the distributed egress SPAN feature, see the Cisco IOS software release notes and search for bug ID CSCso05127 using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

## SPAN-3

**Error Message** %SPAN-3-MEM\_UNAVAIL: Memory was not available to perform the SPAN operation

**Explanation** Unable to perform a SPAN operation because of a lack of memory

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPAN-3-REDIR\_HW\_UNAVAIL: Redirect hardware resource not available [chars]

**Explanation** The system could not allocate resource for redirecting BPDUs. A possible cause of this condition is that all available redirect registers in the policy feature card (PFC) are used by other features.

**Recommended Action** Free up a redirect register in the PFC by unconfiguring features that use redirect registers and retry allowing BPDUs for SPAN service modules. If protocol tunneling is configured on any ports, remove the protocol tunneling configuration from all ports to free up one redirect register.

**Error Message** %SPAN-3-SESS\_DEC\_CFG: SPAN hardware resource is in use. [chars]

**Explanation** The system could not allocate a SPAN hardware resource for the feature specified in the message. It is possible that a distributed EtherChannel has been configured in the system that is using SPAN hardware resource.

**Recommended Action** Remove one or all of the distributed EtherChannels from the system and retry the operation.

**Error Message** %SPAN-3-SESS\_HW\_UNAVAIL: SPAN hardware resource not available [chars]

**Explanation** The system could not allocate a SPAN hardware resource for the feature specified in the message. A possible cause of this condition is that all available SPAN source sessions are already in use. The system can be configured with a maximum of two SPAN source sessions or one RSPAN source session

**Recommended Action** Remove one of the existing SPAN or RSPAN source sessions and retry the operation.

**Error Message** %SPAN-3-UNKN\_ERR: An internal error occurred during a SPAN operation.

**Explanation** SPAN detected an error in its internal operation.

**Recommended Action** The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete.

**Error Message** %SPAN-3-UNKN\_ERR\_PORT: An internal error occurred when configuring SPAN on port %s

**Explanation** SPAN detected an error in its internal operation.

**Recommended Action** The error might be transient, in which case trying the SPAN operation again might be successful. If this fails, the switch might need to be reloaded for the desired operation to complete.

## SPAN-4

**Error Message** %SPAN-4-DISTRIBUTED\_EGRESS\_INCOMPATIBLE: Distributed egress SPAN is not recommended up to certain hardware revision of WS-X6708-10GE

**Explanation** The distributed egress SPAN feature is not supported on hardware revisions earlier than v1.4 of WS-X6708-10GE. By default the system will be in centralized mode. An attempt to enable the distributed feature will cause this warning message but will not prevent the feature from being configured.

**Recommended Action** Disable distributed egress SPAN by entering the **no monitor session egress replication-mode distributed** command in global configuration mode. See the documentation release notes and DDTS CSCso05127 for more information on the caveats exposed by this feature.

## SPAN-5

**Error Message** %SPAN-5-ERSPAN\_ADJ\_TUNNEL: ERSPAN Destination behind a tunnel. Shutting down session [dec]

**Explanation** The next hop to the IP address specified as the ERSPAN destination lies behind a tunnel. This configuration is not supported. The ERSPAN session is shut down when such a configuration is detected.

**Recommended Action** Specify another ERSPAN destination IP address that does not have a tunnel as the next-hop adjacency.

**Error Message** %SPAN-5-PKTCAP\_START: Packet capture session %d started

**Explanation** A packet capture session was activated manually or after the scheduled time.

**Recommended Action** Stop the capture if it is not required. By configuring the rate-limit value in the **monitor session type** capture configuration mode, you can change the rate of packets reaching the CPU for capture. If the capture traffic rate is too high, you can drop protocol packets.

**Error Message** %SPAN-5-PKTCAP\_START\_FAILED: Packet capture session [dec] failed to start. [chars]

**Explanation** Packet capture is activated by user or after the scheduled time but failed to start.

**Recommended Action** Correct the failure reason and re-activate or re-schedule the capture.

**Error Message** %SPAN-5-PKTCAP\_STOP: Packet capture session %d ended %s, %d packets captured

**Explanation** Packet capture was stopped. The capture stops if the capture buffer is full or if the user manually stops the capture or if a capture timeout occurs.

**Recommended Action** You can view the capture on the console or you can export the capture buffer using the **monitor capture export buffer** command. Delete the capture session if it is no longer required.

## SPAN-6

**Error Message** %SPAN-6-SPAN\_EGRESS\_REPLICATION\_MODE\_CHANGE: Span Egress HW Replication Mode Change Detected. Current replication mode for [chars] is [chars]

**Explanation** When autodetection of egress SPAN replication mode is enabled, the system will transition any available sessions to centralized mode when a distributed egress SPAN-incapable line card is inserted. The system will transition back the available sessions to distributed egress SPAN mode when the last distributed egress SPAN-incapable line card is removed.

**Recommended Action** To prevent a session switching back to distributed egress SPAN mode, enter the **monitor session egress replication-mode centralized** command.

## SPANTREE Messages

This section contains Spanning Tree Protocol (STP) messages.

### SPANTREE-2

**Error Message** %SPANTREE-2-BRIDGE\_ASSURANCE\_BLOCK: Bridge Assurance blocking port %s%s.

**Explanation** Bridge Protocol Data Units (BPDUs) were not received from a neighboring switch on the interface that has spanning tree Bridge Assurance (BA) configured. As a result, the interface was moved to the spanning tree blocking state.

**Recommended Action** Disable BA on the interface or make sure that the interface is connected to a L2 switch or bridge device.

**Error Message** %SPANTREE-2-BRIDGE\_ASSURANCE\_UNBLOCK: Bridge Assurance unblocking port %s%s.

**Explanation** The indicated interface has been restored to the normal spanning tree state after receiving BPDUs from the neighboring Layer 2 switch or bridge.

**Recommended Action** No action is required.

**Error Message** %SPANTREE-2-PVST\_PEER\_BLOCK: PVST+ peer detected on port %s

**Explanation** Although the Multiple Spanning Tree Protocol (MSTP) Per-VLAN Spanning Tree Plus (PVST+) simulation feature is disabled, PVST+ BPDU(s) are detected on the indicated interface.

**Recommended Action** Make sure the PVST+ switch is removed from the network or enable the MSTP PVST simulation feature.

**Error Message** %SPANTREE-2-PVST\_PEER\_UNBLOCK: Unblocking port %s

**Explanation** The indicated interface is no longer receiving the PVST+ BPDUs. The inconsistency is cleared and the interface has returned to normal operation.

**Recommended Action** No action is required.

**Error Message** %SPANTREE-2-PVSTSIM\_OK: PVST Simulation inconsistency cleared on port [chars].

**Explanation** The listed interface is no longer receiving PVST BPDUs advertising information inconsistent with the CIST port information. The PVST simulation inconsistency condition is cleared and the interface will return to normal operation.

**Recommended Action** No action is required.

## SPANTREE-3

**Error Message** %SPANTREE-3-PRESTD\_NEIGH: pre-standard MST interaction not configured ([chars]). Please, configure: 'spanning-tree mst pre-standard' on ports connected to MST pre-standard switches.

**Explanation** The switch has received a prestandard multiple spanning-tree (MST) BPDU on a port that is not configured for prestandard MST BPDU transmission. The switch will automatically adjust its mode of operation on this port and will start sending prestandard BPDUs. However, this autodetection of prestandard neighbors is not 100 percent accurate and we recommended that you explicitly configure the port for prestandard MST BPDU transmission. This warning message will be displayed only once.

**Recommended Action** Configure the **spanning-tree mst pre-standard** command on all the ports that are connected to switches running the Cisco prestandard version of MST. We recommended that you migrate all the switches in the network to the IEEE standard MST version when it is possible.

## SPANTREE-4

**Error Message** %SPANTREE-4-PORT\_NOT\_FORWARDING: [chars] [chars] [chars] [chars]

**Explanation** The port is not in a forwarding state and is not forwarding packets.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPANTREE-6

**Error Message** %SPANTREE-6-PORTADD\_ALL\_VLANS: [chars] added to all Vlans

**Explanation** The interface has been added to all VLANs

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPANTREE-6-PORTDEL\_ALL\_VLANS: [chars] deleted from all Vlans

**Explanation** The interface has been deleted from all VLANs.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPANTREE-6-PORT\_STATE: Port [chars] instance [dec] moving from [chars] to [chars]

**Explanation** The state of the specified spanning tree port has changed.

**Recommended Action** No action is required.

## SPANTREE-7

**Error Message** %SPANTREE-7-PORTDEL\_SUCCESS: [chars] deleted from Vlan [dec]

**Explanation** The interface has been deleted from the specified VLAN.

**Recommended Action** This is an informational message only. No action is required.

# SPAN\_ICC\_ISSU Messages

This section contains SPAN intercard communication (ICC) in-service software upgrade (ISSU) messages.

## SPAN\_ICC\_ISSU-3

**Error Message** %SPAN\_ICC\_ISSU-3-BUFFER: SPAN ICC ISSU client failed to get buffer for message, error %d

**Explanation** The SPAN ICC ISSU client was unable to get a buffer for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-CAPABILITY: SPAN ISSU client %s

**Explanation** The SPAN ISSU client detected an error during capability negotiation. A mismatch exists in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-MSG\_NOT\_OK: SPAN ICC ISSU client message %d is not compatible

**Explanation** The SPAN ICC ISSU client received an incompatible message from the peer unit. Since the message is not compatible, it cannot be processed by this unit

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-MSG\_SIZE: SPAN ICC ISSU client failed to get the message size for message %d

**Explanation** The SPAN ICC ISSU client was unable to calculate the message size for the message specified. The SPAN ICC ISSU client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-POLICY: SPAN ICC ISSU client message type %d is %s

**Explanation** The SPAN ICC ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-SEND\_FAILED: SPAN ICC ISSU client failed to send a negotiation message, error %d

**Explanation** The SPAN ICC ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-SESSION: SPAN ICC ISSU client %s

**Explanation** SPAN ICC ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SPAN\_ICC\_ISSU-3-TRANSFORM: SPAN ICC ISSU client %s transform failed, error %s

**Explanation** The SPAN ICC ISSU client could not transform the message. If the transmit transformation failed, the ICC message cannot be sent to the peer unit. If the receive transformation failed, the ICC message cannot be applied on the peer unit. In either case, the SPAN ICC ISSU state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## SPA\_OIR Messages

This section contains shared port adapter (SPA) online insertion and removal (OIR) messages.

### SPA\_OIR-2

**Error Message** %SPA\_OIR-2-INITFAIL: SPA OIR initialization error

**Explanation** A failure occurred during the SPA OIR subsystem startup. SPA OIR is not functional for the RP or line card that generated the message.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_OIR-2-SUBSLOTINITFAIL: SPA OIR initialization error for [chars]

**Explanation** A failure occurred during the SPA OIR subsystem startup. SPA OIR is not functional for the specified slot or subslot.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

### SPA\_OIR-3

**Error Message** %SPA\_OIR-3-CMD\_ATTR: [chars]: Unexpected command identifier ([int])

**Explanation** An unexpected command identifier was detected when processing a command related to a SPA OIR. The command was not processed. This is most likely due to a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-CORRUPT\_EVENT: [chars]

**Explanation** Corruption was detected within a SPA OIR event for the subslot specified in the message. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-EVENT\_DATA\_ERROR: SPA OIR event data error - [chars] ([int])

**Explanation** Invalid data was detected within a SPA OIR event. The SPA OIR state machines may not reflect the state of the hardware. The problem affects only one SPA, but the SPA cannot be determined from the context where the error was detected. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, the Cisco12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

**Recommended Action** Check the system log for other messages that may help determine which SPA is affected. Enter the **hw-module target\_spa reload** command, with *target\_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-EVENT\_HANDLING: [chars]: [chars] [hex]

**Explanation** A data structure error was detected when handling a SPA OIR event for the SPA in the slot or subslot specified in the message. The SPA OIR state machines may not reflect the state of the hardware. This condition is most likely due to a software problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-EVENT\_TIMEOUT: [chars]: Timeout waiting for SPA OIR event

**Explanation** While waiting for a SPA OIR event, a timeout occurred for the subslot specified in the message. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-HW\_INIT\_TIMEOUT: [chars]

**Explanation** A timeout occurred for the specified subslot while waiting for the SPA hardware to initialize. The SPA did not complete initialization. When this error occurs, the system attempts an automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or hardware problem is most likely.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-HW\_SIGNAL\_DEASSERTED: [chars]

**Explanation** One or more hardware signals indicated that the SPA hardware in the specified subslot should be reinitialized. When this error occurs, the system attempts an automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or hardware problem is most likely. This condition could be caused by a rare interaction between SPA and its SIP.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-MESSAGE\_ERROR: [chars]: SPA OIR event message error - [chars] ([int])

**Explanation** An error was detected in a SPA OIR event message for the SPA in the specified slot or subslot. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by a software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

**Recommended Action** Enter the **hw-module target\_spa reload** command, with *target\_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-POST\_EVENT\_ERROR: [chars]: event [int]

**Explanation** A SPA OIR event message was not enqueued for the SPA in the specified slot or subslot. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition is most likely due to a software problem.

**Recommended Action** Enter the **hw-module target\_spa reload** command, with *target\_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-RECOVERY\_RELOAD: [chars]: Attempting recovery by reloading SPA

**Explanation** The OIR facility attempted an automatic recovery by reloading the SPA in the specified subslot. Look for other messages related to this SPA subslot to determine the failure that triggered the automatic recovery.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_OIR-3-SEQUENCE\_NUMBER\_ERROR: [chars]

**Explanation** A sequence number error was detected within a SPA OIR event for the specified subslot. When this error occurs, the system attempts an automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is most likely. For distributed platforms, SPA OIR events are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center

via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-SPA\_POWERED\_OFF: [chars]: SPA [chars] powered off after [int] failures within [int] seconds

**Explanation** The SPA was powered off because it failed too often. This condition may be caused by a software, firmware, or hardware error.

**Recommended Action** Look for other system messages related to this SPA subslot to determine the root cause of the failure. Enter the **hw-module target\_spa reload** command, with *target\_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-SW\_INIT\_TIMEOUT: [chars]: SPA initialization not completed

**Explanation** A timeout occurred for the specified subslot while waiting for the SPA software driver to initialize the SPA. The SPA did not complete initialization. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by software, firmware or hardware problem, but a software or firmware problem is more likely.

**Recommended Action** Check for other reported messages for more verification. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, review troubleshooting logs with a Cisco technical support representative. No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-UNEXPECTED\_EVENT: [chars]: SPA OIR unexpected event ([int])

**Explanation** An unexpected SPA OIR event was detected for the SPA in the specified slot or subslot. The SPA OIR state machines may not reflect the state of the hardware for this SPA. This condition could be caused by software or hardware problem, but a software problem is more likely. For distributed platforms, SPA OIR messages are transported over different media depending on the platform (for example, the Cisco 12000 uses the MBUS). An unlikely cause of this error is that an event message was corrupted during transport.

**Recommended Action** Enter the **hw-module target\_spa reload** command, with *target\_spa* being the slot or subslot of the affected SPA. Entering this command will perform a power cycle and synchronizes the affected SPA software with the hardware. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-UNEXPECTED\_INSERTED\_EVENT: [chars]

**Explanation** An unexpected inserted event occurred for the specified subslot. When this error occurs, the system attempts automatic recovery by reloading the SPA. This condition could be caused by a software, firmware, or hardware problem, but a firmware or software problem is most likely. This condition could be caused by a rare interaction between SPA and its SIP.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-UNEXPECTED\_RECOVERY\_ACTION: [chars]: SPA [chars], unexpected recovery action([int]) for fail code [hex]

**Explanation** An error occurred while processing a failure message for the SPA in the slot or subslot number specified in the message. The recovery action to be taken after a SPA failure is determined by calling a SPA driver function. This message indicates that the SPA driver function returned an

invalid recovery action. After this message was issued, the SPA was reloaded in an attempt to recover. The SPA driver most likely returned an invalid recovery action because of a software problem.

**Recommended Action** No immediate action is required on the system if the SPA is operational. Copy the message exactly as it appears on the console or in the system log. Enter the **show monitor event-log spa all** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the SPA hardware troubleshooting documentation and the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, or would like to report a suspected hardware failure, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-UNRECOGNIZED: The SPA of type [hex] in [chars] is not recognized

**Explanation** The type of the SPA in the specified subplot is not recognized by the operating system. Either the operating system might not support this SPA type on this platform or the SPA type identification stored on the SPA is invalid.

**Recommended Action** Ensure that the system is running a version of the operating system that supports the specified SPA type on this platform. If the correct operating system version is in use, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Include the information about the SPA type found on the front of the SPA. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_OIR-3-UNSUPPORTED: The [chars] in [chars] is not supported by the [chars] module

**Explanation** The SPA in the specified subplot is not supported in the specified SIP by the version of the operating system currently running on the system. The SPA type may be supported by another SIP or by a later operating system release.

**Recommended Action** Ensure that the SIP specified in the error message supports the specified SPA type. Ensure that the operating system release supports the SPA type in the SIP. It may be necessary to upgrade your system to the latest operating system release in your release train, or it may be necessary to use a different SIP type. If the SPA type specified in the error message does not match the interface types or numbers shown on the front of the SPA, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Include information regarding the SPA type found on the front of the SPA. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_OIR-6

**Error Message** %SPA\_OIR-6-INSCARD: Card inserted in [chars]

**Explanation** The OIR facility detected a newly inserted SPA. The interfaces associated with that SPA are operational, but will be shut down until they are configured by the user. If any interfaces of that type were previously configured, they will be restored to their previous state.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_OIR-6-PRECONFIG\_MISMATCH: [chars]: Inserted SPA type does not match preconfigured SPA type. Configuration updated

**Explanation** There is mismatch between the inserted SPA type and the preconfigured SPA type on platforms that support preconfiguration. The inserted SPA replaces the preconfigured SPA.

**Recommended Action** Verify the configuration by entering the **show running-config** command. If you would like to revert to the preconfigured type, remove the SPA and then update the configuration from a backup copy.

**Error Message** %SPA\_OIR-6-REMCARD: Card removed from [chars], interfaces disabled

**Explanation** The OIR facility detected the removal of a SPA from the specified slot or subslot. The interfaces on that SPA will be administratively shut down and marked as removed. The routing table will be flushed of any routes through the removed interfaces.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_OIR-6-SHUTDOWN: [chars] is administratively shutdown; Use 'no hw-module [chars] shutdown' to enable

**Explanation** The SPA was not brought up because the SPA bay is in an administrative down state. The SPA bay will appear as **hw-module target\_spa shutdown** in the running configuration.

**Recommended Action** Use the **no hw-module target\_spa shutdown** command to administratively enable the SPA bay.

# SPA\_PLIM Messages

This section contains shared port adapter (SPA) physical layer interface module messages.

## SPA\_PLIM-3

**Error Message** %SPA\_PLIM-3-FATALERROR: SPA in slot [dec] bay [dec] experienced a fatal error [chars] and is being reset.

**Explanation** A fatal error was encountered during SPA operation. The SPA may be restarted.

**Recommended Action** If the error is not observed more than once, it might be a singular event and the SPA needs to be monitored. If the issue occurs repeatedly, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLIM-3-FW\_RELOAD: [chars] is being reloaded due to firmware/application exception.

**Explanation** The SPA firmware application has failed. The SPA is being reloaded to recover its operational state.

**Recommended Action** Collect the application core file from flash. The core filename and time stamp are shown in the preceding message.

**Error Message** %SPA\_PLIM-3-HEARTBEAT: [chars] has experienced an heartbeat failure Current Sequence [int] received Sequence [int] Time since last keep [dec]ms.

**Explanation** The IPC communication between the local CPU and host in the specified slot is not functional. The IPC module will be restarted, after which communication might be reestablished. If the problem persists the SPA will be reset.

**Recommended Action** If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the logs from the system (RP and line card). Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLIM-3-INITFAIL: [chars] has failed initialization because SPA [chars].

**Explanation** A failure occurred during the SPA initialization. SPA is not functional and may be restarted by the RP or line card.

**Recommended Action** If the line card or RP successfully initialized the SPA, no action is required. If the SPA was not successfully initialized, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLIM-3-INIT\_PORT: [chars] PLIM client IPC port has not been initialized.

**Explanation** The specified PLIM client IPC port has not been initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_PLIM-4

**Error Message** %SPA\_PLIM-4-EXCEPTION: [chars] has experienced an exception: [chars].  
Writing SPA crash dump information to [chars].

**Explanation** The local CPU in the specified slot has experienced an exception condition. The process that caused the exception might have been restarted. If an exception core dump was created, the core dump is stored in the line card flash memory, if available.

**Recommended Action** If the system continues running normally, no action is required. If this message recurs, or the system behaves abnormally, collect the crash dump file from the line card flash. Copy the message exactly as it appears on the console or in the system log. Enter the **show hw-module slot-number/subslot-number tech-support** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLIM-4-SBE\_ECC: [chars] reports [dec] SBE occurrence at [dec] addresses

**Explanation** The SPA has reported single-bit correctable ECC errors. The log shows that more than one SBE has occurred. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences may indicate defective memory.

**Recommended Action** Observe at the first occurrence. If the error recurs, replace the faulty memory chip at the earliest opportunity.

**Error Message** %SPA\_PLIM-4-SBE\_OVERFLOW: [chars] SBE table([dec] elements) overflows.

**Explanation** The SPA has reported more unique single-bit correctable ECC errors than the platform defined internal table can hold. SBEs are correctable memory problems. It will not affect router operation. Excessive occurrences indicate defective memory.

**Recommended Action** Replace the faulty memory chip at the earliest opportunity.

## SPA\_PLIM-5

**Error Message** %SPA\_PLIM-5-RECEIVINGFILE: Receiving [chars] from [chars].

**Explanation** The SPA has sent a file (syslog or core dump) to the line card and the file has been stored in the line card flash if available.

**Recommended Action** This is a debug message only. No action is required.

## SPA\_PLUGIN Messages

This section contains shared port adapter (SPA) plug-in messages.

### SPA\_PLUGIN-3

**Error Message** %SPA\_PLUGIN-3-AUXC2W\_CREATE: [chars]: Device auxiliary C2W creation failed.

**Explanation** Cannot allocate memory for auxiliary C2W structure.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_PLUGIN-3-EEPROM\_READ: [chars]: Error reading EEPROM.

**Explanation** Cannot read EEPROM content. It indicates either an improperly seated SPA or a hardware failure.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-EFC\_NOTSYNC: [chars]: Can not synchronize EFC bus.

**Explanation** Extended flow control between the modular services card and the SPA is not synchronized. The SPA is shut down. It indicates either an improperly seated SPA, a hardware failure, or an outdated ROMMON or FPGA image.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-EXCEPTION: [chars]: Exception with cause [dec].

**Explanation** One of the SPA software components has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FAILED: [chars]: Plugin initialization failed.

**Explanation** Plug-in initialization has failed. Plug-in initialization can fail for many reasons. Preceding messages may state the cause.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FILE\_ERROR: [chars]: Error accessing file [chars].

**Explanation** The specified file cannot be accessed. Either the file is not found, lack of permission, out of space, or other file system or device errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FILE\_TRANSFER: [chars]: Failed to transfer file to or from SPA.

**Explanation** Failed to transfer a file to or from the SPA. This error might be caused by lack of memory on the SPA or jacket card, IPC failures, improperly seated SPA, or other errors.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_APPS\_DOWNLOAD: [chars]: Firmware application download failed.

**Explanation** Failed to download an application image to the SPA. This error might be caused by lack of memory on the SPA, IPC failures, an improperly seated SPA, or other download errors.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_APPS\_STARTUP: [chars]: Firmware application startup failed. SPA status([hex]) host status([hex])

**Explanation** Cannot start application image downloaded to SPA. Possible causes might be either a bad image on the line card flash disk, a hardware failure, or an outdated FPGA or ROMMON image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_BADIMAGE: [chars]: Firmware file [chars] read failed.

**Explanation** The firmware image pointed to by the path is not valid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_BADPATH: [chars]: Invalid firmware file path [chars].

**Explanation** The specified firmware file path is invalid. This is a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_DOWNLOAD: [chars]: Firmware download failed.

**Explanation** Failed to download firmware image to the SPA. This error is caused by either lack of memory on the SPA, IPC failures, an improperly seated SPA, or other download errors.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_NOMEMORY: [chars]: Insufficient memory for firmware file [chars], size [dec].

**Explanation** Cannot allocate memory for firmware image downloading to the SPA.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_PLUGIN-3-FIRMWARE\_STARTUP: [chars]: Firmware startup failed. SPA status([hex]) host status([hex])

**Explanation** Cannot start the firmware image downloaded to the SPA. Possible causes are either a bad image on the line card flash disk, hardware failures, or an outdated FPGA or ROMMON image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-IOFPGA\_CREATE: [chars]: Device IOFPGA creation failed.

**Explanation** Cannot allocate memory for IOFPGA structure.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_PLUGIN-3-NOPLIM: [chars]: No PLIM subblock.

**Explanation** An invalid pointer was passed in. Cannot dereference the PLIM subblock pointer. This is an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-NOPORT: [chars]: Failed to open IPC port.

**Explanation** The PLIM client IPC port has not been initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show ipc status** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-PLIM\_CREATE: [chars]: PLIM subblock creation failed.

**Explanation** Cannot allocate memory for a PLIM structure.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_PLUGIN-3-RETRY\_EXHAUSTED: [chars]: plugin initialization failed(retries exhausted).

**Explanation** One or more critical conditions happened that prevented plug-in initialization from moving forward, after the designated number of retries. Preceding messages may specify a failure cause.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-ROMMON: [chars]: ROMMON reports error. SPA status([hex]), host status([hex]).

**Explanation** ROMMON has reported a fatal condition during bootup. It may be caused by outdated ROMMON or FPGA images or by defective hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-SPI4\_CREATE: [chars]: Device SPI4 creation failed.

**Explanation** Cannot allocate memory for a SPI4 structure.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_PLUGIN-3-SPI4\_INIT: [chars]: SPI4 initializaion failed.

**Explanation** SPI4 initialization has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-SPI4\_NOTSYNC: [chars]: Can not synchronize SPI4 bus.

**Explanation** The SPI4 bus between the modular services card and the SPA is not synchronized. It indicates either an improperly seated SPA, a hardware failure, or an outdated ROMMON or FPGA image.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-SPI4\_SETCB: [chars]: IPC SPI4 set callback failed(status [dec]).

**Explanation** Cannot set up a callback function for the SPI4 bus. It might be caused by an improperly seated SPA, an outdated ROMMON or FPGA image, or a hardware failure.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-3-SPI4\_SETCB\_PORT: [chars]: IPC SPI4 set callback failed(error: [dec]) for port [dec].

**Explanation** Cannot set up a callback function for the SPI4 bus for the specified interface port. It might be caused by an improperly seated SPA, an outdated ROMMON or FPGA image, or a hardware failure.

**Recommended Action** Power down and reseal the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_PLUGIN-4

**Error Message** %SPA\_PLUGIN-4-LED\_CREATE: [chars]: LED driver initialization failed.

**Explanation** Cannot allocate memory for LED structure.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SPA\_PLUGIN-4-LED\_READ: [chars]: LED read failed for port [dec], status [dec].

**Explanation** Cannot read LED register values. This error indicates either an improperly seated SPA or a hardware failure.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PLUGIN-4-LED\_WRITE: [chars]: LED write failed for port [dec], status [dec].

**Explanation** Cannot write to the LED register. This error indicates either an improperly seated SPA or a hardware failure.

**Recommended Action** Power down and reseat the specified SPA card. If the condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPA\_PLUGIN-6

**Error Message** %SPA\_PLUGIN-6-EFC\_SYNC: [chars]: EFC bus synchronization achieved.

**Explanation** Extended flow control between the modular services card and the SPA is synchronized.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_PLUGIN-6-FIRMWARE\_APPS\_DOWNLOADING: [chars]: Downloading SPA firmware application ([chars])...

**Explanation** Downloading SPA firmware application.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_PLUGIN-6-FIRMWARE\_DOWNLOADING: [chars]: Downloading SPA firmware ([chars])...

**Explanation** Downloading SPA firmware.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SPA\_PLUGIN-6-SPI4\_SYNC: [chars]: SPI4 bus synchronization achieved.

**Explanation** The SPI4 bus between the modular services card and the SPA is synchronized.

**Recommended Action** This is an informational message only. No action is required.

## SPA\_PMB Messages

This section contains SPA-specific power management bus messages.

**Error Message** %SPA\_PMB-4-CANTREADSPAIDPROM: The SPA in Subslot [int]/[int] could not be accessed. The error code received is [dec]

**Explanation** An internal software consistency issue regarding the SPA has been detected.

**Recommended Action** If the SPA's operation is affected, perform an OIR for the line card on which the SPA or SPAs are located. The slot and subslot of the affected SPA is specified in the message. If this does not fix the problem, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PMB-4-CARDPWREDON: The line card in slot [dec] is powered on due to out of range electrical signals

**Explanation** The SPAs in the line card in the specified slot could not be accessed because of out-of-range electrical signals. There might be problems in reading in startup configuration for the SPAs in the specified slot.

**Recommended Action** Check the running and startup config for the specified slot. If the configuration for the ports in the slot is different, then manually copy the startup config to the running config. If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_PMB-4-NOACK: The device with id [hex] in slot [dec] is not responding

**Explanation** The SPAs in the line card in the specified slot could not be accessed because of a hardware problem. The system might not be able to read the startup configuration for the SPAs.

**Recommended Action** Check the running and startup config for the specified slot. If the configuration for the ports in the slot is different, then manually copy the startup config to the running config. If this problem recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SPA\_T3E3 Messages

This section contains T3E3 (SPA\_T3E3) messages.

## SPA\_T3E3-3

**Error Message** %SPA\_T3E3-3-LOVEFAIL: [chars]: failed to send [chars] love letter

**Explanation** A “love letter” (operating status or configuration message) was not sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_T3E3-3-MSGERR: Illegal message type [dec] received for Interface [chars]

**Explanation** An unknown message was received by the RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_T3E3-3-SSBINIT: [chars]: Fail to initialize serial IDB

**Explanation** Serial IDB initialization has failed. The most common reason is lack of system memory. Previous messages might indicate memory allocation failures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPA\_T3E3-3-SUBRATE\_FPGA\_LOAD\_FAILED2: [chars] Programming [chars] subrate FPGA failed again. The SPA will be disabled as it cannot recover from the FPGA image corruption.

**Explanation** The specified subrate FPGA image is corrupted after an FPD upgrade. It might indicate an FPD image package problem. The SPA is disabled until this problem is corrected.

**Recommended Action** Verify the correctness of the FPD image package. The FPD image package used in the upgrade should match the running Cisco IOS release. This can be verified by entering the **show upgrade fpd package default** command.

## SPA\_T3E3-4

**Error Message** %SPA\_T3E3-4-SUBRATE\_FPGA\_LOAD\_FAILED: [chars] Programming [chars] subrate FPGA failed. The FPGA image is corrupted. One upgrade attempt will be made to recover from the failure.

**Explanation** The specified subrate FPGA image is corrupted and programming of the FPGA has failed. One upgrade attempt will be made to recover from the failure.

**Recommended Action** Automatically upgrade the subrate FPGA image using the default FPD image package. The package should match the running Cisco IOS release. This can be verified by entering the **show upgrade fpd package default** command. If the subrate FPGA failure persists after the upgrade, the SPA is disabled. Ensure that the package file is intact.

## SPA\_T3E3-5

**Error Message** %SPA\_T3E3-5-BERT: Interface [chars], BERT [chars]

**Explanation** The SPA T3E3 driver processed a BERT task.

**Recommended Action** This is just a notification upon completion of a BERT task. No action is required.

**Error Message** %SPA\_T3E3-5-DEF\_SUBRATE: [chars] [chars]

**Explanation** The remote subrate configuration has changed.

**Recommended Action** Inform the network operator that subrate configuration was changed by the remote end.

## SPE-3

**Error Message** %SPE-3-UNAVAILABLE: Database reported 0 modules for slot %d

**Explanation** The card in this slot should contain multiple modules. However the database indicates that there are none.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: Failed to allocate %s for slot %d

**Explanation** Port Management failed to allocate memory to create slot object.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: Failed to find the response buffer for modem %s command

**Explanation** Modem direct query responses could not find buffer to send data to router shelf.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: Failed to register %s with Modem Service Manager

**Explanation** Port Management failed to register with Modem Service Manager.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: PM ST failed to create %s.

**Explanation** Port Management failed to allocate dynamic chunk memory for event logging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE-3-UNAVAILABLE: PM failed to create %s.

**Explanation** Port Management failed to initialize the CSM event processing component.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE-3-UNAVAILABLE: Recovery Download Maintenance ran out of chunk memory; %s %s

**Explanation** The Recovery Download Maintenance messages cannot be sent.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE-3-UNAVAILABLE: SPE %s crashed

**Explanation** The firmware running on the SPE aborted.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: SPE %s is BAD - %s.

**Explanation** The SPE failed to download and it will be marked BAD.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: SPE %s is BAD.

**Explanation** The SPE failed the POST and it will be marked BAD.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-3-UNAVAILABLE: SPE SM out of event buffers; %s %s

**Explanation** The PM SPE State Machine has run out of event memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE-3-UNAVAILABLE: SPE SM out of response buffers

**Explanation** The PM SPE State Machine has run out of response event memroy.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPE-4

**Error Message** %SPE-4-UNAVAILABLE: Active session count = %d. Country code not set

**Explanation** Country code cannot be set on a system with active sessions.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-4-UNAVAILABLE: Country Code Trunk card mismatch for.

**Explanation** A Country Code was configured that may not work with the trunk Card.

**Recommended Action** LOG\_STD\_NO\_ACTION

## SPE-6

**Error Message** %SPE-6-UNAVAILABLE: %s %s

**Explanation** Download maintenance is running and information

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: %s

**Explanation** Download maintenance process information

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: SPE %s : Firmware download deferred

**Explanation** Firmware download for the SPE is postponed due to active calls.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: SPE %s : Firmware download initiated

**Explanation** Firmware download for the SPE is initiated.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: SPE %s Cleared

**Explanation** The SPE will be re-downloaded with the configured firmware.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: SPE %s busiedout(maintenance will be allowed)

**Explanation** The SPE is taken out of service temporarily. Maintenance activities can still be performed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: SPE %s shutdown

**Explanation** The SPE is taken out of service. Maintenance activities cannot be performed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SPE-6-UNAVAILABLE: SPE object %s is unavailable.

**Explanation** Information about this SPE could not be retrieved. The SPE may not exist.

**Recommended Action** LOG\_STD\_NO\_ACTION.

## SPE2488-3

**Error Message** %SPE2488-3-UNAVAILABLE: spe2488 API failed (errcode=%d): p1=%u, p2=%u, %s

**Explanation** wrong parameters passed in when calling an API

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE2488-3-UNAVAILABLE: spe2488 channel provisioning failed (slice:%d ch:%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE2488-3-UNAVAILABLE: spe2488 channel unprovisioning failed (slice:%d ch:%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE2488-3-UNAVAILABLE: spe2488 chip initialization failed (errcode=%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Reinsert the linecard. If still fails, do 'test cwtlc show seeprom red', swap hardware, and copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SPE2488-3-UNAVAILABLE: spe2488 chip reset failed (errcode=%d): %s

**Explanation** required resources unavailable.

**Recommended Action** REinsert the linecard. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SPE2488-3-UNAVAILABLE: spe2488 indirect poll timeout. addr:%#x

**Explanation** hardware problem

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPE4X155-3

**Error Message** %SPE4X155-3-UNAVAILABLE: Chip initialization failed (errcode=%d): %s

**Explanation** required resources unavailable.

**Recommended Action** Reinsert the linecard. If still fails, do 'test cwtlc show seeprom red', swap hardware, and copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SPE4X155-3-UNAVAILABLE: Pointer to device structure is 0

**Explanation** Software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SPE4X155-3-UNAVAILABLE: Pointer to device structure is invalid

**Explanation** Software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SPLC\_DNLD Messages

### SPLC\_DNLD-1

**Error Message** %SPLC\_DNLD-1-VS\_HA\_PS\_NOT\_SUPPORTED: Chassis Standby is not supported in the current release. Forcing the chassis standby in switch [dec] slot [dec] to drop to rommon

**Explanation** Chassis Standby is not supported in Cisco IOS Release 12.2 SXI(1).

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-1-VS\_HA\_PS\_RUNNING\_LEGACY\_IMAGE: Chassis Standby in switch [dec] slot [dec] is running non Virtual Switch image. Please remove the chassis standby.

**Explanation** Chassis Standby running non Virtual Switch image is not supported.

**Recommended Action** No action is required.

## SPLC\_DNLD-3

**Error Message** %SPLC\_DNLD-3-VS\_ADD\_VSL\_ENTRY\_FAILED: Add VSL configured port for vslot [int] port [int] failed. Exceed port member count limit.

**Explanation** Attempt to add entry for (vslot, port) to VSL configured port list failed. Exceed port member count limit.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %SPLC\_DNLD-3-VS\_BOOLEAN\_CREATE\_FAILED: Unable to create watched boolean "[chars]"

**Explanation** Unable to create the specified watched boolean due to unknown reasons

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_ENQUEUE\_FAILED: Unable to enqueue to [chars] queue

**Explanation** An internal error occurred that prevented a message from being enqueued to the specified process. The packet was dropped

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_HA\_HB\_NOT\_HEARD: Heartbeat messages have not been heard from [[chars]] for [dec] seconds

**Explanation** Heartbeat messages have not been heard for a significant amount of time. It is likely that a timeout will occur soon which will reset the system.

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_HA\_HB\_TIMED\_OUT: Heartbeat messages have failed, resetting [[chars]]

**Explanation** Heartbeat messages have failed and the system is no longer operational.

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_ICC\_PAK\_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an ICC message to do the specified operation

**Recommended Action** Issue the **show tech-support** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %SPLC\_DNLD-3-VS\_ICC\_RESP\_PAK\_NULL: Failed to obtain response packet

**Explanation** Response packet pointer is NULL. This could be no memory condition on response packet sending side or failure to get IPC message on receiving side.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %SPLC\_DNLD-3-VS\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** Unable to create the specified process due to unknown reasons

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_QUEUE\_CREATE\_FAILED: Unable to create queue "[chars]"

**Explanation** Unable to create the specified queue due to unknown reasons

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_CREATE\_DNLD\_INSTANCE\_FAIL: Dnld instance could not be created for Inchassis-Standby on slot-id [dec] and switch-id [dec]

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_CREATE\_DNLD\_PROC\_FAIL: Dnld proc could not be created by Inchassis-Active for Inchassis standby on slot-id [dec] and switch-id [dec]

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_BAD\_EVENT: Bad event for major [int] and minor [int] in Sup-LC download queue

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_CREATE\_PROC\_FAIL: Process creation for Sup-LC download at the vs\_ha subsys init level

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_CREATE\_QUEUE\_FAIL: Create queue failed for SPLC dnld process at the vs\_ha subsys init level

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_ENQUEUE\_FAIL: Could not enqueue the message on the splc\_dnld\_rx\_queue

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_IMAGE\_INFO\_FAIL: Unable to get the correct image size inchassis standby [dec] on switch-id [dec]

**Explanation** Unable to get the correct image size for the inchassis standby from the inchassis active

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_REQ\_ACK\_FAIL\_SEQ\_ABS: Inchassis-Active could not send splc\_dnld\_req\_ack to Inchassis-standby on slot-id [dec] on switch-id [dec] due to missing seq\_num

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_REQ\_ACK\_FAIL\_SEQ\_ERR: Inchassis-Active could not send splc\_dnld\_req\_ack to Inchassis-standby on slot-id [dec] on switch-id [dec] due to seq\_num error

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_REQ\_MEM\_FAIL: Inchassis-Standby could not get the scp request packet to be sent to Inchassis-Active due to scp get packet memory not present

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_REQ\_SEND\_FAIL: Inchassis-Standby could not send the dnld\_request msg to Inchassis-Active

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_DNLD\_UNKNOWN: Unable to get sup-lc image filename for inchassis standby [dec] on switch-id [dec]

**Explanation** Unable to get the correct image filename for the inchassis standby from the inchassis active

**Recommended Action** No action is required.

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_GET\_ARG\_PTR\_FAIL: Argument pointer for SUP-LC download failed on Inchassis-Standby slot-id :[dec] switch-id:[dec]

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_GET\_DNLD\_IMAGE\_FAIL: Sup-LC Image could not be downloaded to the InChassis Standby slot-id: [dec] switch-id: [dec]

**Explanation** Not available

**Recommended Action** Not available

**Error Message** %SPLC\_DNLD-3-VS\_SPLC\_SET\_DNLD\_INSTANCE\_FAIL: Dnld instance could not be set on the inchassis-standby for slot-id [dec] switch-id [dec]

**Explanation** Not available

**Recommended Action** Not available

## SPLC\_DNLD-5

**Error Message** %SPLC\_DNLD-5-VS\_CONFIG\_DIRTY: Configuration has changed. [chars]

**Explanation** Attempt to reload ignored due to config change

**Recommended Action** No action is required

**Error Message** %SPLC\_DNLD-5-VS\_SWITCH\_NUMBER\_CHANGE: Switch\_number getting changed from [dec] to [dec].

**Explanation** Not available

**Recommended Action** Not available.

## SPLC\_DNLD-6

**Error Message** %SPLC\_DNLD-6-VS\_HA\_HOT\_STANDBY\_NOTIFY: Standby switch is in Hot Standby mode.

**Explanation** Not available.

**Recommended Action** Not available.

**Error Message** %SPLC\_DNLD-6-VS\_HA\_ICS\_EARL\_MISMATCH: In-chassis Standby has an incompatible Earl version and will be put down.

**Explanation** Not available.

**Recommended Action** Not available.

**Error Message** %SPLC\_DNLD-6-VS\_HA\_INCORRECT\_ACTIVE: [chars]

**Explanation** Informational messages regarding the state of the active supervisor.

**Recommended Action** None.

**Error Message** %SPLC\_DNLD-6-VS\_HA\_ISSU\_SUP\_INSERT: The supervisor in switch [dec] in slot [dec] was inserted during the ISSU cycle and was put down.

**Explanation** As stated above.

**Recommended Action** Please boot this supervisor manually after the ISSU cycle is complete.

**Error Message** %SPLC\_DNLD-6-VS\_ICA\_ICS\_SWITCHID\_MISMATCH: Inconsistent switch id detected on ICS([dec]) compared to ICA([dec]), correcting it to align with ICA

**Explanation** Not available.

**Recommended Action** Not available.

**Error Message** %SPLC\_DNLD-6-VS\_SPLC\_IMAGE\_VERSION\_MISMATCH: In-chassis Standby in switch [dec] is trying to boot with a different image version than the In-chassis Active

**Explanation** Not available

**Recommended Action** Not available

## SRC Messages

This section contains Switch Redundancy Controller (SRC) messages.

### SRC-3

**Error Message** %SRC-3-AFOVEN\_ERROR: Attempt to enable [chars] protection autofailover on interface [chars] when port status is [hex]

**Explanation** The software failed in an attempt to enable the autofailover feature.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SRCP\_APP-2

**Error Message** %SRCP\_APP-2-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SRCP\_APP-3

**Error Message** %SRCP\_APP-3-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SRCP\_APP-4

**Error Message** %SRCP\_APP-4-UNAVAILABLE: %s

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SRCP\_APP-6

**Error Message** %SRCP\_APP-6-UNAVAILABLE: Cannot create SRCP application process

**Explanation** Failed to create the SRCP application process.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SRCP\_APP-6-UNAVAILABLE: Failed to create DNS message watched queue

**Explanation** Failed to create DNS message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SRCP\_APP-6-UNAVAILABLE: Failed to create SRCP system message watched queue

**Explanation** Failed to create SRCP system message watched queue.

**Recommended Action** Check the size of free memory to make sure there is enough memory.

**Error Message** %SRCP\_APP-6-UNAVAILABLE: Failed to open UDP port for SRCP

**Explanation** Failed to open UDP port for the SRCP process.

**Recommended Action** Check if any other application use the same UDP port number (2427).

## SRP Messages

This section contains Spatial Reuse Protocol (SRP) messages.

### SRP-1

**Error Message** %SRP-1-WRAPPING\_PROCESS\_LOCKED: [chars] The wrap/unwrap state-change process is locked

**Explanation** A wrap and unwrap state change process did not complete in the maximum specified amount of time.

**Recommended Action** If this message recurs periodically, enter the **shutdown** and **no shutdown** commands on the interface to shut down and restart the interface.

## SRP-3

**Error Message** %SRP-3-FALSE\_VAL\_ALARM: [chars] - error in [chars]

**Explanation** A false value has been returned. Some features or commands may not work properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SRP-3-NULL\_P\_ALARM: Dereferencing NULL pointer [chars] in [chars]

**Explanation** A pointer with a null value has been detected. Some features or commands may not work properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SRP-4

**Error Message** %SRP-4-UNAVAILABLE: %s SRR usage changed (%s)

**Explanation** SRR ring usage is changed using Inner, Outer or Both rings.

**Recommended Action** Diagnose the cause of the ring usage change.

**Error Message** %SRP-4-UNAVAILABLE: %s SRR version mismatch detected.

**Explanation** Different SRR version received from other nodes.

**Recommended Action** Update the IOS image on all nodes of the ring to the same SRR version

**Error Message** %SRP-4-UNAVAILABLE: %s Side %c %s

**Explanation** A physical error condition detected at the indicated RAC

**Recommended Action** Diagnose and repair the physical error

**Error Message** %SRP-4-UNAVAILABLE: %s Side %c %s

**Explanation** A physical line error condition exists on the indicated network

**Recommended Action** Diagnose and repair the physical error.

## SRPMIB Messages

This section contains Spatial Reuse Protocol (SRP) MIB messages.

### SRPMIB-3

**Error Message** %SRPMIB-3-FALSE\_VAL\_ALARM: [chars] - error in [chars]

**Explanation** A false value has been returned. Some features or commands may not work properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SRPMIB-3-NULL\_P\_ALARM: Dereferencing NULL pointer [chars] in [chars]

**Explanation** A pointer with a null value has been detected. Some features or commands may not work properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SSE-2

**Error Message** %SSE-2-UNAVAILABLE: No memory available for %s

**Explanation** An operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %SSE-2-UNAVAILABLE: SSE bogus equal branch %#x, %#x, %d %x

**Explanation** An internal inconsistency in the data structures used by the SSE occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-2-UNAVAILABLE: SSE delete didn't end at a match node, type %c, value %d, address %i, bytecount %d, high %d, state %d

**Explanation** An internal inconsistency in the data structures used by the SSE occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-2-UNAVAILABLE: SSE hardware failure -- %s code %#x

**Explanation** A hardware error occurred, indicating an unexpected condition on the silicon switch processor (SSP) board.

**Recommended Action** It might be necessary to replace the SSP. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER. Issue the show tech-support command to gather data that may help identify the nature of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided

at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-2-UNAVAILABLE: SSE hung -- %s

**Explanation** The SSE is hung.

**Recommended Action** Reboot the SSE.

**Error Message** %SSE-2-UNAVAILABLE: SSE memory failure, address %#x, expected %#x, got %#x

**Explanation** A hardware error occurred, indicating memory failure on the silicon switch processor (SSP) board.

**Recommended Action** It might be necessary to replace the SSP. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter OUTPUT\_INTERPRETER. Issue the show tech-support command to gather data that may help identify the nature of the error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-2-UNAVAILABLE: SSE nested addresses detected, protocol %d %i

**Explanation** An internal inconsistency in the data structures used by the SSE occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-2-UNAVAILABLE: SSE software failure -- %s %x

**Explanation** A software failure occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-2-UNAVAILABLE: program memory does not start at zero

**Explanation** A hardware error occurred, indicating an unexpected condition on the silicon switch processor (SSP) board.

**Recommended Action** It might be necessary to replace the SSP. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SSE-3

**Error Message** %SSE-3-UNAVAILABLE: SSE compilation failure -- %s

**Explanation** A software failure occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSE-3-UNAVAILABLE: SSE memory failure detected, orig %#x %#x, tested %#x %#x

**Explanation** A memory error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SSH-3

**Error Message** %SSH-3-UNAVAILABLE: Attempt to generate server keys failed - error code: %s

**Explanation** Server RSA key-pair could not be generated.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %SSH-3-UNAVAILABLE: Unable to retrieve RSA private key for %s

**Explanation** RSA private key does not exist or is corrupted.

**Recommended Action** If this message recurs, contact your technical support representative.

## SSH-4

**Error Message** %SSH-4-UNAVAILABLE: CRC-32 compensation attack detected src %i dst %i, attack thwarted. Connection is closed.

**Explanation** CRC-32 compensation vulnerability allows an attacker to execute arbitrary commands on the SSH server or otherwise subvert an encrypted SSH channel with arbitrary data. (for more information on this attack see <http://www.core-sdi.com/english/ssh>)

**Recommended Action** No action necessary - attack has been thwarted

## SSH-5

**Error Message** %SSH-5-UNAVAILABLE: SSH %d.%d has been disabled

**Explanation** The SSH protocol has been disabled for connections

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: SSH %d.%d has been enabled

**Explanation** The SSH protocol has been enabled for connections

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: SSH Session from %s (tty = %d) for user '%s' using crypto cipher '%s' closed

**Explanation** The SSH Session closure information

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: SSH Session request from %s (tty = %d) using crypto cipher '%s' %s

**Explanation** The SSH session request information

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: SSH2 Session from %s (tty = %d) for user '%s' using crypto cipher '%s', hmac '%s' closed

**Explanation** The SSH Session closure information

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: SSH2 Session request from %s (tty = %d) using crypto cipher '%s', hmac '%s' %s

**Explanation** The SSH session request information

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: User '%s' authentication for SSH Session from %s (tty = %d) using crypto cipher '%s' %s

**Explanation** The SSH user authentication status information

**Recommended Action** No action necessary - informational message

**Error Message** %SSH-5-UNAVAILABLE: User '%s' authentication for SSH2 Session from %s (tty = %d) using crypto cipher '%s', hmac '%s' %s

**Explanation** The SSH user authentication status information

**Recommended Action** No action necessary - informational message

## SSA Messages

This section contains Super Santa Ana ASIC (SSA) messages.

### SSA-4

**Error Message** %SSA-4-FABRICCRCERRS: [dec] Fabric CRC error events in 100ms period

**Explanation** The SSA fabric interface encountered more CRC error events than the supervisor engine CRC error threshold allows.

**Recommended Action** The module has notified the supervisor engine, and the error has been logged. No action is required.

**Error Message** %SSA-4-FABRICSYNCERRS: [dec] Fabric sync error events in 100ms period

**Explanation** The SSA fabric interface encountered more synchronization error events than the supervisor engine synchronization error threshold allows.

**Recommended Action** The module has notified the supervisor engine, and the fabric interface will be resynchronized. No action is required.

**Error Message** %SSA-4-SSA\_CONFIG\_FAIL: The Super Santa Ana ASIC configuration failed

**Explanation** The Super Santa Ana ASIC could not be configured. If the switch fabric has gone inactive (down), this message can be expected.

**Recommended Action** If the module comes on line and traffic processing resumes, no action is required. Otherwise, capture the error and copy the message exactly as it appears on the console or in the system log. On the route processor, enter the **show logging** and **show version** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SSA-5

**Error Message** %SSA-5-CHAN\_LINK\_SPEED\_OOB: Array access bounds violated, channel\_num=[int], link\_num=[int], speed=[int]

**Explanation** The Cisco IOS code has attempted to access an internal array with an invalid index for an SSA channel number, link number, or speed.

**Recommended Action** If there is no system impact, no action is required. If traffic stops or the line card fails, collect the logs and copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSA-5-FABRICDOWN\_CRCERRS: [dec] Fabric CRC error events in 100ms period

**Explanation** The Super Santa Ana Fabric interface encountered more CRC errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down). The line card has notified the supervisor engine of this condition and the error has been logged.

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %SSA-5-FABRICDOWN\_SYNCERRS: [dec] Fabric sync error events in 100ms period

**Explanation** The Super Santa Ana Fabric interface encountered more synchronization errors than the maximum configured threshold. However, the reason for this error is that the switch fabric is inactive (down).

**Recommended Action** This is an informational message only and occurs in normal operation. No action is required.

**Error Message** %SSA-5-FABRICSYNC\_DONE: Fabric sync on [chars] channel done.

**Explanation** The fabric interface ASIC was resynchronized.

**Recommended Action** No action is required.

**Error Message** %SSA-5-FABRICSYNC\_REQ: Fabric sync requested on [chars] channel ([dec])

**Explanation** The line card has requested that the supervisor engine resynchronize its fabric interface ASIC.

**Recommended Action** No action is required.

**Error Message** %SSA-5-NOFABRICPROCESS: The Super Santa Ana fabric process could not be created

**Explanation** The SSA fabric interface does not have a link process running because the system failed to create it. This module will not support the fabric interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSA-5-NULL\_SSA\_OBJECT: The Super Santa Ana device object pointer is set to NULL

**Explanation** The memory location of the SSA device object is invalid. The SSA ASIC operation is disabled, and the device interrupt is now masked.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSA-5-SMB\_ACCESSERROR: The Module Super Santa Ana ASIC cannot be accessed

**Explanation** The SSA ASIC read and write access failed. The serial bus that is connected to the SSA ASIC on this module is not functioning correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSA-5-SSA\_INIT\_FAILURE: The Super Santa Ana ASIC initialization failed

**Explanation** The SSA ASIC could not be initialized. As a result, this device is not operational and has been disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SSH Messages

This section contains Secure Shell (SSH) Protocol messages.

### SSH-4

**Error Message** %SSH-4-SSH2\_UNEXPECTED\_MSG: Unexpected message type has arrived. Terminating the connection

**Explanation** SSH Session closure warning on receiving an inappropriate message from the peer

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support

## SSH-5

**Error Message** %SSH-5-SSH2\_CLOSE: SSH2 Session from [chars] (tty = [dec]) for user '[chars]' using crypto cipher '[chars]', hmac '[chars]' closed

**Explanation** Displays the SSH session closure information.

**Recommended Action** No action is required.

**Error Message** %SSH-5-SSH2\_SESSION: SSH2 Session request from [chars] (tty = [dec]) using crypto cipher '[chars]', hmac '[chars]' [chars]

**Explanation** Displays the SSH session request information.

**Recommended Action** No action is required.

**Error Message** %SSH-5-SSH2\_USERAUTH: User '[chars]' authentication for SSH2 Session from [chars] (tty = [dec]) using crypto cipher '[chars]', hmac '[chars]' [chars]

**Explanation** Displays the SSH user authentication status information.

**Recommended Action** No action is required.

**Error Message** %SSH-5-SSH\_CLOSE: SSH Session from [chars] (tty = [dec]) for user '[chars]' using crypto cipher '[chars]' closed

**Explanation** Displays the SSH session closure information.

**Recommended Action** No action is required.

**Error Message** %SSH-5-SSH\_SESSION: SSH Session request from [chars] (tty = [dec]) using crypto cipher '[chars]' [chars]

**Explanation** Displays the SSH session request information.

**Recommended Action** No action is required.

**Error Message** %SSH-5-SSH\_USERAUTH: User '[chars]' authentication for SSH Session from [chars] (tty = [dec]) using crypto cipher '[chars]' [chars]

**Explanation** Displays the SSH user authentication status information.

**Recommended Action** No action is required.

## SSP Messages

This section contains State Synchronization Protocol Manager (SSP) messages.

## SSP-3

**Error Message** %SSP-3-DATACREATEFAIL: Creation of required data structures failed.

**Explanation** SSP will not operate properly due to the abnormal initialization of required data structures.

**Recommended Action** Reload the device. If the error persists, contact your technical service representative.

**Error Message** %SSP-3-EXCEEDMAXDOI: SSP maximum DOI exceeded.

**Explanation** The configuration has exceeded the maximum number of SSP clients allowed on this device at any one time.

**Recommended Action** Verify your configuration and reduce the number of SSP clients running at the same time. If a large number of SSP clients is required, contact your technical service representative for assistance.

**Error Message** %SSP-3-NOSTART: SSP could not initialize.

**Explanation** The SSP process could not successfully initialize. This condition might be caused by unusual protocol startup times in certain topologies.

**Recommended Action** Ensure that your IP redundancy mechanism (HSRP) configuration is valid and that all protocols have started. Try to configure SSP again. If this error recurs, contact your technical support representative.

**Error Message** %SSP-3-SRVSOCKCREATEFAIL: SSP socket creation failed.

**Explanation** The SSP process could not establish a socket connection with the SSP peer. This condition is likely to occur because either the device is under extreme load or it is misconfigured.

**Recommended Action** Verify that the SSP configuration is valid. Configure SSP to use a different port number. Reduce the load on the device.

## SSP-4

**Error Message** %SSP-4-CANNOTRUNVER: SSP version [dec].[dec] was requested but is not supported in this image.

**Explanation** The version of SSP requested by the active device is not available in this image. SSP will not run on this device until it is upgraded or the active device is downgraded.

**Recommended Action** Verify that all SSP peers are running compatible images and that the configuration on each device is correct.

**Error Message** %SSP-4-GROUPCREATEFAIL: The SSP group could not be created.

**Explanation** The maximum number of SSP groups has been reached. Only one SSP group is permitted at one time.

**Recommended Action** No action is required.

**Error Message** %SSP-4-MISMATCHEDVERRECV: Wrong version on received packet.

**Explanation** The SSP version information in a received packet does not match the version that is currently running on this device.

**Recommended Action** Verify the configuration of all the SSP peers. Ensure that all peers are running the correct image.

## SSP-5

**Error Message** %SSP-5-DISABLED: SSP entering disabled state.

**Explanation** SSP has entered the disabled state. This condition is normal under many circumstances. An example of a normal condition is when the SSP configuration is changed or when a tracked interface is shut down or fails.

**Recommended Action** If this change occurred because of failure on the active peer, eliminate the cause of failure and reload the failed device.

## SSP-6

**Error Message** %SSP-6-ACTIVE: SSP entering active state.

**Explanation** SSP has entered the active state.

**Recommended Action** No action is required.

**Error Message** %SSP-6-IPREDGRPADD: An IP Redundancy group listed in the SSP config has been added to this device.

**Explanation** The device might now become the active device or the redundant device if no other configuration items are missing.

**Recommended Action** No action is required.

**Error Message** %SSP-6-IPREDGRPDEL: An IP Redundancy group listed in the SSP config has been removed from this device.

**Explanation** The device might not become the active device or the redundant device if any configuration items are missing.

**Recommended Action** Add the IP redundancy group to the device, or remove it from the SSP configuration.

**Error Message** %SSP-6-STANDBY: SSP entering standby state.

**Explanation** SSP has entered standby state.

**Recommended Action** No action is required.

## SSRP-1

**Error Message** %SSRP-1-UNAVAILABLE: SRP(%d/%d), initialization timeout failure

**Explanation** The SRP Port adaptor has failed to Initialize

**Recommended Action** Check card seating, and if problem persists, copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support.

## SSRP-2

**Error Message** %SSRP-2-UNAVAILABLE: SRP(%d/%d), TX\_ERROR Interrupt cause :%s

**Explanation** Cause of fatal that occurred in the Tx PCI

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support and test srp tx srp

**Error Message** %SSRP-2-UNAVAILABLE: SRP(%d/%d), TX\_ERROR Interrupt has occurred.  
Error Register=%08X

**Explanation** Fatal error has occurred in the Tx PCI

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support and test srp tx srp

## SSRP-3

**Error Message** %SSRP-3-UNAVAILABLE: %s

**Explanation** The SSRP hardware is not supported on this platform.

**Recommended Action** Upgrade your system.

**Error Message** %SSRP-3-UNAVAILABLE: SRP(%d/%d), buffer ownership error, pak=0x%x

**Explanation** A software or hardware error occurred. The SRP port adaptor driver detected that the transmit ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with show tech-support.

## SSSMGR Messages

This section contains Subscriber Service Switching (SSS) Manager messages.

### SSSMGR-3

**Error Message** %SSSMGR-3-BAD\_CONTEXT\_HANDLE: Corrupted SSS handle [[hex]] in SSS message.

**Explanation** An internal SSS manager error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-DYNAMIC\_UPDATE\_NOT\_SUPPORTED: [%d] Dynamic session updates not allowed on this %s session. It is an unsupported configuration.

**Explanation** Updates on these sessions are not supported. This is an unsupported configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-INFO\_TYPE\_NO\_COPY\_VECTOR: info type has no copy vector (%d).

**Explanation** An internal error occurred in the Subscriber Service Switching (SSS) Manager process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-INIT: Initialisation failure, %s

**Explanation** An initialization failure occurred in the SSS Manager process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-INVALID\_FSM\_STATE: Encountered an invalid SSS Mgr state [dec] in [chars]

**Explanation** An internal SSS manager error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-INVALID\_INFO\_TYPE: Received an INVALID info type value (%d) .

**Explanation** The SSS Manager received an invalid information type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-INVALID\_SERVICE\_TYPE: Received an INVALID service type (%d) %s .

**Explanation** The SSS Manager received an invalid service type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-MEMORY\_LOW: Memory low (%d times), disconnecting session

**Explanation** The SSS Manager has disconnected a session due to insufficient memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-NULL\_FSM\_CONTEXT: Encountered a NULL SSS Mgr context in [chars]

**Explanation** The system has encountered a null context in the SSS manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-NULL\_INFO\_STRING: Received a NULL info string value.

**Explanation** The SSS Manager received a NULL information string value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-POLICY\_CTX\_POISONED: Policy context [hex] has bad magic, [hex].

**Explanation** The magic number in the policy context is wrong.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-RESOURCE\_OVERFLOW: Resource overflow

**Explanation** A fixed-size system resource has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-UNEXPECTED\_MSG: Encountered an unexpected message: %s

**Explanation** The SSS Manager received an unexpected message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-UNEXPECTED\_SIP\_INFO: Encountered an unexpected SIP info: %s

**Explanation** The SSS Manager encountered an unexpected SIP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SSSMGR-3-UNSUPPORTED\_CFG: Unsupported configuration detected: [uid:  
[int]] [chars]

**Explanation** Unsupported configuration detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## SSSMGR-5

**Error Message** %SSSMGR-5-IFCFG\_NOTALLWED\_IN\_SVC: Interface-config not allowed at service config level, ignoring

**Explanation** The interface configuration attribute is not allowed while in a service profile. It is supported only in user profiles.

**Recommended Action** Remove the interface configuration attribute from the service profile and reconfigure using a user profile.

**Error Message** %SSSMGR-5-UNSUPPORTED\_CFG\_NOTICE: Unsupported configuration detected, [chars]

**Explanation** The value of the specified configuration parameter was out of range. This is not considered an error as the value was adjusted to be within the supported range. Update the configuration source to a value within the supported range to avoid this message.

**Recommended Action** No action is required.

## STACKMGR Messages

This section contains stack manager controller messages.

## STACKMGR-6

**Error Message** %STACKMGR-6-HDM\_GET\_DEVICE\_RECORD\_FAIL: Device Manager could not get device record.

**Explanation** This switch could not obtain the device record for some or all of the all other switches in the stack.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STACKMGR-6-MASTER\_ELECTED: Switch [dec] has been elected as MASTER of the stack

**Explanation** The specified switch has been selected as the active switch.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-MASTER\_READY: Master Switch [dec] is READY

**Explanation** The active switch is ready for use.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-MSG\_FAIL: Failed to retrieve stack message from port-asic [dec] in direction [dec]

**Explanation** The module for the stack manager module failed to retrieve stack messages.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-NORECORD: Switch removed event for switch [dec] with no switch record

**Explanation** The module for the stack manager notifier has detected that a switch has been removed, but no switch record exists for the removed switch.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-STACK\_LINK\_CHANGE: Stack Port [chars] Switch [dec] has changed to state [chars]

**Explanation** The status of the specified stack port has changed to active or inactive (up or down).

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-SWITCH\_ADDED: Switch [dec] has been ADDED to the stack

**Explanation** The specified switch has been added to the stack.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-SWITCH\_ADDED\_SDM: Switch [dec] has been ADDED to the stack (SDM\_MISMATCH)

**Explanation** The specified switch has been added to the stack.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-SWITCH\_ADDED\_VM: Switch [dec] has been ADDED to the stack (VERSION\_MISMATCH)

**Explanation** The specified switch has been added to the stack.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-SWITCH\_READY: Switch [dec] is READY

**Explanation** The specified switch is in the ready state.

**Recommended Action** No action is required.

**Error Message** %STACKMGR-6-SWITCH\_REMOVED: Switch [dec] has been REMOVED from the stack

**Explanation** The specified switch has been removed from the stack.

**Recommended Action** No action is required.

## STORM\_CONTROL-2

**Error Message** %STORM\_CONTROL-2-UNAVAILABLE: Storm control shut down %s

**Explanation** Excessive traffic has been detected on a port that has been configured to be shutdown if a storm event is detected.

**Recommended Action** Once the source of the packet storm has been fixed, reenable the port using port configuration command.

## STORM\_CONTROL-3

**Error Message** %STORM\_CONTROL-3-UNAVAILABLE: A %s storm detected on %s. A packet filter action has been applied on the interface.

**Explanation** The amount of traffic detected on the interface exceeded the configured threshold values. The system is filtering excess traffic when packet is received. Packet traffic is not being forwarded by the system.

**Recommended Action** Determine and fix the root cause of the excessive traffic on the interface.

**Error Message** %STORM\_CONTROL-3-UNAVAILABLE: A packet storm was detected on %s. The interface has been disabled.

**Explanation** The amount of traffic detected on the interface exceeded the configured threshold values. Since the interface was configured to be shutdown if a packet storm event is detected, it has been placed in error disable state.

If automatic recovery is preferred, the error disable recovery mechanism can be used. Determine and fix the root cause of the excessive traffic on the interface.

## STAPL\_OPEN Messages

This section contains Standard Test And Programming Language (STAPL) processing messages.

## STAPL\_OPEN-4

**Error Message** %STAPL\_OPEN-4-ERROR\_ALLOC: %Error: Can't allocate [dec] bytes for STAPL data

**Explanation** The system could not allocate the required memory to access the file.

**Recommended Action** Check the memory usage of the system and retry the operation.

**Error Message** %STAPL\_OPEN-4-ERROR\_OPEN: %Error: Can't open [chars]

**Explanation** The system is unable to open the specified file.

**Recommended Action** Ensure that the file name is correct. Enter the **dir** command to verify the file name.

**Error Message** %STAPL\_OPEN-4-ERROR\_READ: %Error: STAPL file [chars] read failed

**Explanation** An unknown error has occurred while the system was copying the STAPL program file to a local buffer.

**Recommended Action** Enter the **del [chars]** command to remove the file. Enter the **copy** command to recopy the file from a known good source to its desired destination [chars]. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STAPL\_OPEN-4-ERROR\_SIZE: %Error: Bad file size [chars]

**Explanation** The file is too small or too large for a STAPL program file.

**Recommended Action** Enter the **dir** command and check the size of the file. Retry the operation.

## STORM\_CONTROL Messages

This section contains storm control messages.

### STORM\_CONTROL-3

**Error Message** %STORM\_CONTROL-3-FILTERED: A [chars] storm detected on [chars]. A packet filter action has been applied on the interface.

**Explanation** The amount of traffic that has been detected on the interface has exceeded the configured threshold values. The system is filtering excess traffic when packets are received, and the system is not forwarding packet traffic.

**Recommended Action** Determine and fix the root cause of the excessive traffic on the interface.

# STP\_ISSU Messages

This section contains Spanning Tree Protocol (STP) in-service software upgrade (ISSU) messages.

## STP\_ISSU-3

**Error Message** %STP\_ISSU-3-BUFFER: STP ISSU client failed to get buffer for message, error %d

**Explanation** The Spanning Tree Protocol (STP) ISSU client was unable to get buffer space for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-CAPABILITY: STP ISSU client %s

**Explanation** The STP ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-CFM\_MISMATCH: Unsupported CFM and STP configuration detected. Reloading standby

**Explanation** STP ISSU client observed MST PVST simulation capability negotiation failure while CFM was enabled. When this error happens, remove CFM configuration on the active and restart ISSU upgrade.

**Recommended Action** Issue the **show tech-support** command to gather data that may help identify the nature of the error. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %STP\_ISSU-3-INIT: STP ISSU client initialization failed at %s, error %s

**Explanation** The STP ISSU client could not be initialized, this will cause catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-MSG\_NOT\_OK: STP ISSU client message %d is not compatible

**Explanation** The STP ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-MSG\_SIZE: STP ISSU client failed to get the message size for message %d

**Explanation** The STP ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-POLICY: STP ISSU client message type %d is %s

**Explanation** The STP ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-SEND\_FAILED: STP ISSU client failed to send a negotiation message, error %d

**Explanation** The STP ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-SESSION: STP ISSU client %s

**Explanation** The STP ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-SESSION\_UNREGISTRY: STP ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The STP ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_ISSU-3-TRANSFORM: STP ISSU client %s transform failed, error %s

**Explanation** The STP ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the STP state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %STP\_SP-3-STP\_MODE\_CHANGE\_NOT\_ALLOWED: Unable to program port ASIC MAC match register on one or more slots. Cannot run change STP mode.

**Explanation** The Spanning Tree Protocol (STP) is unable to reserve and program the port ASIC MAC match registers because insufficient match registers are available. PVST and rapid-PVST cannot be run.

**Recommended Action** To make available more MAC match registers, disable other protocols that use the MAC match registers. You can view protocols that use port ASIC match registers by entering the **remote command switch show platform mrm info** command.

## STUN-2-

**Error Message** %STUN-2-UNAVAILABLE: Interface %s, no buffer available to %s

**Explanation** A memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

**Recommended Action** Reconfigure the STUN group. If memory shortages persist, call your Cisco technical support representative for assistance.

**Error Message** %STUN-2-UNAVAILABLE: No memory available: %s

**Explanation** The requested operation failed because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %STUN-2-UNAVAILABLE: Please remove and redefine protocol group %d

**Explanation** An internal error occurred. The configuration is irregular.

**Recommended Action** Remove and reconfigure the STUN protocol group. Record the configuration and call your Cisco technical support representative for assistance.

## STUN-3

**Error Message** %STUN-3-UNAVAILABLE: %s: bad len or unknown op, op %d, len %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: %s: peer %s, wrong magic, mine %x, theirs %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: %s: sent %s to %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: %s: sent %s to ([%u])%i

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: %s: wrong magic, mine %x, theirs %x (%d)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: CONN: Peer %s, illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: CONN: bad connection (%d), peer: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: Input idb not set

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-3-UNAVAILABLE: passive open from %i(%d) - %d failed

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## STUN-4

**Error Message** %STUN-4-UNAVAILABLE: %s: %s: %s, op %x, len %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %STUN-4-UNAVAILABLE: Cannot define duplicate route on the same group

**Explanation** This route command is defined on another interface belonging to the same group.  
Cannot define duplicate route on the same group

**Recommended Action** Consider defining a new group and moving this interface onto that group

**Error Message** %STUN-4-UNAVAILABLE: Peer %s, wrong state %d (%d)

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## STUN-6

**Error Message** %STUN-6-UNAVAILABLE: %s %s, %i(%d)

**Explanation** This route closed a STUN connection with a remote peer.

**Recommended Action** Examine this router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.)

**Error Message** %STUN-6-UNAVAILABLE: %s: peer %s opened, [previous state %s]

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %STUN-6-UNAVAILABLE: CONN: opening peer %s, %d

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %STUN-6-UNAVAILABLE: CONN: peer %s open failed, %s [%u]

**Explanation** An attempt to connect to a remote TCP STUN peer failed.

**Recommended Action** Verify that the remote peer is accessible from this router, that it is running software capable of supporting STUN, and that it is configured correctly.

**Error Message** %STUN-6-UNAVAILABLE: PHDR: reconnect from peer %s

**Explanation** A remote peer reestablished a connection to this router.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %STUN-6-UNAVAILABLE: passive open %i(%d) - %d

**Explanation** A connection attempt to a remote peer completed successfully (OPENED, PASSIVE-OPEN) or is in the process of being opened (OPENING). This is good, expected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %STUN-6-UNAVAILABLE: peer %s closed [previous state %s]

**Explanation** A remote peer closed a STUN connection with this router.

**Recommended Action** Examine the other router to see why it closed this connection with this peer. (This can be caused by normal events, such as reconfiguration.)

**Error Message** %STUN-6-UNAVAILABLE: shutting down peer %s on %s

**Explanation** A connection to a remote peer is being shut down. This is typically the result of user intervention in STUN reconfiguration or disabling. This is good, expected behavior.

**Recommended Action** LOG\_STD\_NO\_ACTION.

## SUBSYS-2

**Error Message** %SUBSYS-2-UNAVAILABLE: Bad subsystem class (%d) - ignoring subsystem

**Explanation** A software consistency check failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SUBSYS-2-UNAVAILABLE: Bad subsystem version number (%d) - ignoring subsystem

**Explanation** A software consistency check failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SUBSYS-2-UNAVAILABLE: Kernel and subsystem version differ (%d.%d) - ignoring subsystem

**Explanation** A software consistency check failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SUBSYS-2-UNAVAILABLE: Maximum sequence depth exceeded (%d) by (%s)

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SUBSYS-2-UNAVAILABLE: Subsystem (%s) has cross-class sequence for (%s)

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SUBSYS-2-UNAVAILABLE: Subsystem (%s) needs subsystem (%s) to start

**Explanation** A software consistency check failed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## SUBSYS-3

**Error Message** %SUBSYS-3-UNAVAILABLE: The %s class subsystem %s was being initialized.

**Explanation** In all Cisco products the first 256 bytes of memory is unused and off limits. Newer platforms have hardware to immediately trap reads or writes to this area. Older platforms periodically perform checks on this memory. This message appears only on older platforms and indicates that this off limits memory area was modified.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SUBSYS-3-UNAVAILABLE: The API %s has no lookup hook for subsystems.

**Explanation** This process uses the named API, but the process initialization code could not find the subsystem-initialization hook for this API. Process initialization cannot proceed without all hooks being present.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with output from 'show tech'.

**Error Message** %SUBSYS-3-UNAVAILABLE: The subsys class %d(%s) has no initialization order.

**Explanation** The specified class subsystem has an unknown initialization order.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative, along with output from 'show tech'.

## STP\_SP Messages

### STP\_SP-2

**Error Message** %STP\_SP-2-STP\_EARL\_MR\_PROG\_FAIL: Failed to program the EARL match register for STP.

**Explanation** The STP SSTP MAC address needs to be programmed in the Earl match register for normal STP operations. There are a limited number of Earl match registers. This messages indicates that either a SW error occured or the HW resource is not available.

**Recommended Action** Please review the configuration guidelines for the switch features. You can try rebooting the switch. If issue persists, please contact the Cisco Technical Support for further assistance.

# SUBSYS Messages

This section contains software subsystems messages.

## SUBSYS-3

**Error Message** %SUBSYS-3-UNORDERED: The subsys class [dec] ([chars]) has no initialization order.

**Explanation** The specified class subsystem has an unknown initialization order.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SUPERVISOR-4

**Error Message** %SUPERVISOR-4-UNAVAILABLE: %s

**Explanation** The system found unexpected message in CPU Queues

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPERVISOR-4-UNAVAILABLE: %s

**Explanation** The system has detected a condition when no static packets are present for a CPU Queue

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPERVISOR-4-UNAVAILABLE: %s

**Explanation** The system has detected and corrected the condition: one of CPU is causing Head of Line blocking for other CPU Queues

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPERVISOR-4-UNAVAILABLE: %s

**Explanation** The system has detected error while disabling CPU Queues

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPERVISOR-4-UNAVAILABLE: %s

**Explanation** The system has received a static pak and freed it in the RX path

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPERVISOR-4-UNAVAILABLE: %s

**Explanation** There was a buffer/fifo overrun

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPERVISOR-4-UNAVAILABLE: Trying to send larger than supported packet size %s

**Explanation** There is a possible buffer/fifo overrun

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SUPERVISOR Messages

This section contains supervisor engine messages.

### SUPERVISOR-3

**Error Message** %SUPERVISOR-3-FATAL: [chars]

**Explanation** An internal error occurred in the supervisor engine ASIC.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SUP\_LINE\_CARD\_Messages

**Error Message** %SUP\_LINE\_CARD\_COMPATIBILITY-6-SW\_VERSION\_MISMATCH: [chars]

**Explanation** Compatibility mismatch between software versions of Line Card and Supervisor. Card allowed to bootup.

**Recommended Action** No action is required.

## SUPQ Messages

This section contains supervisor engine queue messages.

### SUPQ-3

**Error Message** %SUPQ-3-THROTTLE\_CPU\_QUEUE: Invalid application ID [dec] used for throttling

**Explanation** An application has passed an invalid application ID to the facility that is used for throttle checking operations.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SUPQ-4

**Error Message** %SUPQ-4-CPUHB\_RECV\_STARVE: [chars]

**Explanation** The system has detected that messages directed for the CPU are being delayed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPQ-4-CPUHB\_SLOW\_TRANSMIT: [chars]

**Explanation** The interface is no longer transmitting at an optimal speed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPQ-4-CPUHB\_TX\_FAIL: [chars]

**Explanation** The system is discarding system status or operational messages (heartbeat messages).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPQ-4-PORT\_QUEUE\_STUCK: Port queue Stuck for asic [dec] port [dec] queue [dec]

**Explanation** The system has detected that the port queue could not be cleared in a reasonable time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPQ-4-RECV\_QUEUE\_STUCK: Receive queue Stuck for asic [dec] queue [dec]

**Explanation** The system has detected that the receive queue could not be cleared in a reasonable time.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SW56-1

**Error Message** %SW56-1-UNAVAILABLE: %s

**Explanation** Failed SW56 Initialization. Most likely because lacking of memory

**Recommended Action** The amount of memory available in the router may not be sufficient. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SW56-3

**Error Message** %SW56-3-UNAVAILABLE: %s

**Explanation** Failed to send message to internal software process

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SUPW\_PROCMIB Messages

This section contains supervisor engine MIB messages.

### SUPW\_PROCMIB-3

**Error Message** %SUPW\_PROCMIB-3-IPC\_PORTOPEN\_FAIL: Failed to open port while connecting to process statistics: error code = [chars]

**Explanation** An error occurred during an attempt to open a port for an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPW\_PROCMIB-3-IPC\_TRANSMIT\_FAIL: Failed to send process statistics update : error code = [chars]

**Explanation** An error occurred during an attempt to send an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SUPW\_PROCMIB-3-MALLOC\_FAILURE\_IPC: Failed to allocate IPC message to contact process

**Explanation** A memory allocation failure has occurred during the processing of an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SVCLC Messages

This section contains service line card (SVCLC) messages.

### SVCLC-2

**Error Message** %SVCLC-2-MAJORTEMP: Module [dec] CPU[dec] has exceeded its allowed operating temperature. (current temp=[dec]C) Module will be shut down immediately

**Explanation** The specified service line card in the system has sent a thermal shutdown request to the supervisor engine. The first [dec] is the module number, the second [dec] is the CPU number, and the third [dec] is the temperature.

**Recommended Action** Determine if the environment is too hot. If the environment is not too hot, replace the hardware.

## SVCLC-4

**Error Message** %SVCLC-4-MINORTEMP: Module [dec] CPU[dec] has exceeded its normal operating temperature. (current temp=[dec]C)

**Explanation** The specified CPU on the specified service line card is too hot. The first [dec] is the module number, the second [dec] is the CPU number, and the third [dec] is the temperature.

**Recommended Action** Determine if the environment is too hot. If the environment is not too hot, replace the hardware.

**Error Message** %SVCLC-4-TEMPRECOVER: Module [dec] CPU[dec] has returned to its normal operating temperature. (current temp=[dec]C)

**Explanation** The specified service line card in the system has sent a thermal recovery event to the supervisor engine. The first [dec] is the module number, the second [dec] is the CPU number, and the third [dec] is the temperature.

**Recommended Action** No action is required.

## SVCLC-5

**Error Message** %SVCLC-5-FWTRUNK : Firewallled VLANs configured on trunks

**Explanation** One or more secure VLANs belong to both secured and ordinary trunks. This configuration may compromise the security of the secure VLANs.

**Recommended Action** Change the trunk or the secure VLAN configuration so that they do not overlap. Enter either the **switchport trunk allowed vlan** command to change trunk configuration or the **firewall vlan group** command to change the secure VLAN configuration.

**Error Message** %SVCLC-5-INTDOWN: mod [dec] failed to bring up all interfaces

**Explanation** One or more of the module interfaces failed to come up.

**Recommended Action** Reset the module.

**Error Message** %SVCLC-5-SVCLCMULTI: Group [dec] being tied to more than one module

**Explanation** The specified group is tied to multiple service modules. A group should not be associated with more than one service module unless a failover configuration is being used.

**Recommended Action** If a failover configuration is in use, no action is required. Otherwise enter the **show svclc module** command to find out which group is being tied to more than one module. Then remove multiple associations by entering the **no svclc module mod vlan-group group** command.

**Error Message** %SVCLC-5-SVCLCNTP: Could not update clock on the module [dec], rc is [dec]

**Explanation** Either the line card or the Cisco IOS software encountered some problems while sending a clock update from Cisco IOS to the line card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SVCLC-5-SVCLCSCP: Service module SCP communication failed for module [dec], subopcode is [dec]

**Explanation** Either the line card or the Cisco IOS software encountered some problems while communicating through SCP channels.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SVCLC-5-SVCLCVTPMODE: VTP mode is set to non-transparent

**Explanation** VTP mode is not transparent, so VTP may dynamically modify VLANs, including those that are associated with the service modules.

**Recommended Action** Change the VTP to transparent mode by entering the **vtp mode transparent** command.

# SW\_DAI Messages

This section contains Dynamic ARP Inspection (DAI) messages.

## SW\_DAI-4

**Error Message** %SW\_DAI-4-ACL\_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]C)

**Explanation** The switch has received ARP packets that are considered invalid by ARP inspection. The packets are invalid, and their presence indicates that administratively denied packets have been seen in the network. This log message shows up when packet(s) have been denied by ACLs either explicitly or implicitly (with static ACL configuration). The presence of these packets indicates that man-in-the-middle attack(s) may have been attempted in the network.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_DAI-4-DHCP\_SNOOPING\_DENY: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]C)

**Explanation** The switch has received ARP packets that are considered invalid by ARP inspection. The packets are invalid, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message is logged when the sender's IP and MAC binding for the received VLAN is not present in the DHCP snooping database. The first [chars] is either Req (request) or Res (response), and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_DAI-4-INVALID\_ARP: [dec] Invalid ARPs ([chars]) on [chars], vlan [dec]. ([enet]/[chars]/[enet]/[chars]/[time-of-day]C)

**Explanation** The switch has received ARP packets that are considered invalid by ARP inspection. The packets do not pass one or more validation checks of the source or destination MAC address or the IP address. The first [dec] is the number of invalid ARP packets. The first [chars] is either Req (request), Res (response), or Invalid Opcode. The second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_DAI-4-PACKET\_BURST\_RATE\_EXCEEDED: [dec] packets received in [dec] seconds on [chars].

**Explanation** The switch has received the given number of ARP packets in the specified burst interval. The interface is in the error-disabled state when the switch receives packets at a higher rate than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is error disabled and if the configured burst interval is more than a second. The first [dec] is the number of packets, the second [dec] is the number of seconds, and [chars] is the affected interface.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_DAI-4-PACKET\_RATE\_EXCEEDED: [dec] packets received in [dec] milliseconds on [chars].

**Explanation** The switch has received the specified number of ARP packets in the specified time on the specified interface. This message is logged just before the port is error-disabled because of the exceeded packet rate. This message also is logged when the burst interval is set to 1 second.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_DAI-4-SPECIAL\_LOG\_ENTRY: [dec] Invalid ARP packets [[time-of-day]C]

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are invalid, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message differs from other messages in that while the others can be used to provide as much information about the packet as possible, this message is used as a general message when the rate of incoming packets exceeds the DAI logging rate.

**Recommended Action** This is an informational message only. No action is required.

## SW\_DAI-6

**Error Message** %SW\_DAI-6-ACL\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([[enet]/[chars]/[enet]/[chars]/[time-of-day]C))

**Explanation** The switch has received ARP packets that have been permitted as a result of an ACL match.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_DAI-6-DHCP\_SNOOPING\_PERMIT: [dec] ARPs ([chars]) on [chars], vlan [dec]. ([[enet]/[chars]/[enet]/[chars]/[time-of-day]C))

**Explanation** The switch has received ARP packets that have been permitted because the sender's IP and MAC address match against the DHCP snooping database for the received VLAN. The first [dec] is the number of valid ARP packets. The first [chars] is either Req (request) or Res (response),

and the second [chars] is the short name of the ingress interface. The second [dec] is the ingress VLAN ID. [enet]/[chars]/[enet]/[chars]/[time-of-day] is the MAC address of the sender, the IP address of the sender, the MAC address of the target, the IP address of the target, and the time of day.

**Recommended Action** This is an informational message only. No action is required.



# SWEPA Messages

This section contains software encryption port adapter (SWEPA) and key management messages.

## SWEPA-6

**Error Message** %SWEPA-6-EPA\_EXP\_RUNNING: Exp Running ....

**Explanation** The EXP process is running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-EPA\_EXP\_TIMER\_EXPIRED: Exp Timer Expired!

**Explanation** The EXP timer has expired.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-FAILED\_TO\_ALLOCATE\_ENCRYPT\_QUE: Failed to allocate the encrypt queue.

**Explanation** The encryption queue could not be allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-FAILED\_TO\_START\_DES\_PROCESS: Failed to start DES process

**Explanation** The DES process has failed to start.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-FAILED\_TO\_START\_EXP\_PROCESS: Failed to start EXP process

**Explanation** The EXP process has failed to start.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-INIT\_SW\_EPA\_IDB: Init swepa idb start ...

**Explanation** The software encryption port adapter information descriptor block (IDB) is being initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-START\_DES\_PROCESS: DES process start ...

**Explanation** The DES process has started.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWEPA-6-START\_EXP\_PROCESS: EXP process start ...

**Explanation** The EXP process has started.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SWITCH Messages

This section contains switch interface messages.

### SWITCH-3

**Error Message** %SWITCH-1-RF\_REGISTRN\_FAILED: unable to register switch driver client to RF

**Explanation** The switch driver client could not be registered to the redundancy facility (RF).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SWITCHOVER Messages

This section contains line card switchover-related messages.

### SWITCHOVER-6

**Error Message** %SWITCHOVER-6-LC\_HA\_UNAWARE: Line card (type [hex]) in slot [dec] is not configured HA mode aware

**Explanation** The line card in the specified slot does not support the configured RP redundancy mode. The line card will be reset and reinitialized during RP failover.

**Recommended Action** No action is required.

## SWITCH\_QOS\_TB Messages

This section contains trusted boundary messages.

### SWITCH\_QOS\_TB-5

**Error Message** %SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_DETECTED: [chars] detected on port [chars], port trust enabled.

**Explanation** The trusted boundary facility has detected a device that matches the trusted device setting for the port, and the port trust state has been modified.

**Recommended Action** No action is required.

**Error Message** %SWITCH\_QOS\_TB-5-TRUST\_DEVICE\_LOST: [chars] no longer detected on port [chars], port set to untrusted.

**Explanation** The trusted boundary facility has lost contact with a trusted device, and has set the port trust state to untrusted.

**Recommended Action** No action is required.

## SWITCH\_SPAN\_ISSU Messages

This section contains span switch in-service software upgrade (ISSU) messages.

## SWITCH\_SPAN\_ISSU-3

**Error Message** %SWITCH\_SPAN\_ISSU-3-BUFFER: span switch ISSU client failed to get buffer for message, error %d

**Explanation** The SPAN switch ISSU client was unable to get a buffer for building a negotiation message. As a result, it cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-CAPABILITY: span switch ISSU client %s

**Explanation** The SPAN switch ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-INIT: span switch ISSU client initialization failed at %s, error %s

**Explanation** The SPAN switch ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-MSG\_NOT\_OK: span switch ISSU client message %d is not compatible

**Explanation** The SPAN switch ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-MSG\_SIZE: span switch ISSU client failed to get the message size for message %d

**Explanation** The SPAN switch ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-POLICY: span switch ISSU client message type %d is %s

**Explanation** The SPAN switch ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-SEND\_FAILED: span switch ISSU client failed to send a negotiation message, error %d

**Explanation** The SPAN switch ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-SESSION: span switch ISSU client %s

**Explanation** The SPAN switch ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SWITCH\_SPAN\_ISSU-3-TRANSFORM: span switch ISSU client %s transform failed, error %s

**Explanation** The SPAN switch ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the SPAN switch state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## SW\_DAI-4-UNAVAILABLE

**Error Message** %SW\_DAI-4-UNAVAILABLE: %d packets received in %d milliseconds on %s.

**Explanation** The switch has received the given number of ARP packets in the given duration on the given interface. This message is logged just before the port is err-disabled because of exceeded packet rate. And this message is logged when the burst interval is set to 1 second.

**Recommended Action** LOT\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %d packets received in %d seconds on %s.

**Explanation** The switch has received the given number of ARP packets in the specified burst interval. The interface is errdisabled when the switch receives packets at a rate higher than the configured packet rate every second over the configured burst interval. The message is logged just before the interface is err-disabled, and if the configured burst interval is more than a second.

**Recommended Action** LOT\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARP packets [%CC]

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message differs from other messages in that while the other can be used to provide as much information of the packet as possible, this message is used as a catch all message when the rate of incoming packets exceed DAI logging rate.

**Recommended Action** LOT\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence indicates that administratively denied packets have been seen in the network. This log message shows up when packet(s) have been denied by acls either explicitly or implicitly (with static acl configuration). The presence of these packets indicates that man-in-the-middle attack(s) may have been attempted in the network.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and their presence may be an indication of man-in-the-middle attacks being attempted in the network. This message is logged when the senders ip and mac binding for the received vlan is not present in the dhcp snooping database.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-4-UNAVAILABLE: %ld Invalid ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets considered invalid by ARP inspection. The packets are bogus, and they do not pass one or more of source mac or destination mac or IP validation checks.

**Recommended Action** LOG\_STD\_NO\_ACTION

## SW\_DAI-6

**Error Message** %SW\_DAI-6-UNAVAILABLE: %ld ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets that have been permitted as a result of ACL match.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SW\_DAI-6-UNAVAILABLE: %ld ARPs (%s) on %s, vlan %d. ([%e/%s/%e/%s/%CC])

**Explanation** The switch has received ARP packets that have been permitted as a result of senders IP and MAC address match against the dhcp snooping database for the received vlan.

**Recommended Action** LOG\_STD\_NO\_ACTION

# SW\_MGR Messages

This section contains segment switch manager messages.

## SW\_MGR-3

**Error Message** %SW\_MGR-3-CM\_ERROR: Connection Manager Error - [chars].

**Explanation** An error has occurred in the segment switch connection manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-CM\_ERROR\_CLASS: Connection Manager Error: Class [chars]: - [chars].

**Explanation** An error has occurred in the connection manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-CM\_ERROR\_FEATURE: Connection Manager Feature Error: (%s) - %s.

**Explanation** A segment switch connection manager feature class error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-CM\_ERROR\_FEATURE\_CLASS: Connection Manager Feature Error: Class %s: (%s) - %s.

**Explanation** A segment switch connection manager feature error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-FHM\_ERROR: SSM Feature Handler Manager Error - %s.

**Explanation** A feature handler manager error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-INVALID\_HANDLE: Segment Manager Error - Invalid [chars] handle - [dec].

**Explanation** The connection manager encountered an invalid handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-INVALID\_SEGMENT: Segment Switch Manager Error - Invalid segment - [chars].

**Explanation** The segment switch manager encountered an invalid segment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-SM\_ERROR: Segment Manager Error - [chars].

**Explanation** An error has occurred in the segment manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_MGR-3-SSM\_SEG\_ISSU: SSM Segment ISSU: [chars] not supported.

**Explanation** ISSU of this SSM Segment is not supported.

**Recommended Action** Not Available.

# SW\_VLAN Messages

This section contains Virtual LAN (VLAN) manager messages.

## SW\_VLAN-3

**Error Message** %SW\_VLAN-3-UNAVAILABLE: VLAN Manager synchronization failure with Port Manager over %s

**Explanation** Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-3-UNAVAILABLE: VTP protocol code internal error: %s

**Explanation** VTP protocol code encountered an unexpected error will processing configuration request, packet, or timer expiration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-3-VLAN\_PM\_NOTIFICATION\_FAILURE: VLAN Manager synchronization failure with Port Manager over %s

**Explanation** Due to lack of ready pool space, the VLAN manager dropped a notification from the Port Manager as indicated by the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-3-VTP\_PROTOCOL\_ERROR: VTP protocol code internal error: %s

**Explanation** VTP protocol code encountered an unexpected error will processing configuration request, packet, or timer expiration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SW\_VLAN-4

**Error Message** %SW\_VLAN-4-BAD\_STARTUP\_VLAN\_CONFIG\_FILE: Failed to configure VLAN from startup-config. Fallback to use VLAN configuration file from non-volatile memory

**Explanation** VLAN software failed to use VLAN configuration from startup-config file. It will fallback to use the binary VLAN configuration file in non-volatile memory.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-BAD\_VLAN\_CONFIGURATION\_FILE: VLAN configuration file contained incorrect verification word: 0x%x

**Explanation** The VLAN configuration file read by the VLAN manager did not begin with correct value which would indicate a valid VLAN configuration file. Thus, it has been rejected.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-BAD\_VLAN\_CONFIGURATION\_FILE\_VERSION: VLAN configuration file contained unknown file version: %d

**Explanation** The VLAN configuration file read by the VLAN manager contained an unrecognized file version number. (This may indicate an attempt to regress to an older version of the VLAN manager software.)

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-BAD\_VLAN\_TIMER\_ACTIVE\_VALUE: Encountered incorrect VLAN timer active value: %s

**Explanation** Due to a software error, a VLAN timer was detected active when it should have been inactive or inactive when it should have been active.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-EXT\_VLAN\_INTERNAL\_ERROR: Extended VLAN manager received an internal error %d from %s: %s

**Explanation** An unexpected error code was received by the VLAN Manager from the extended VLAN configuration software.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-IFS\_FAILURE: VLAN manager encountered file operation error: call = %s / file = %s / code = %d (%s) / bytes transfered = %d

**Explanation** The VLAN manager received an unexpected error return from a IOS file system call.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-STARTUP\_EXT\_VLAN\_CONFIG\_FILE\_FAILED: Failed to configure extended range VLAN from startup-config. Error %s

**Explanation** VLAN software failed to use extended VLAN configuration from startup-config file. All extended range VLANs configuration will be lost after system boot up.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VLAN\_ADD\_FAIL: Failed to add VLAN [dec] to vlan database: [chars]

**Explanation** The specified VLAN could not be added to the VLAN database. The platform may not allow the addition or there may be insufficient memory to expand the VLAN database.

**Recommended Action** Check the usage of the VLAN in the active and standby device to determine whether the VLAN is valid. Check the memory usage in the standby device. Unconfigure the feature that occupies more memory and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VLAN\_CREATE\_FAIL: Failed to create VLANs [chars]: [chars]

**Explanation** The specified VLANs could not be created. The VLAN manager called a VLAN database routine to create one or more VLANs, but the port manager failed the VLAN creation requests. A possible cause of this error is that the VLANs already exist in the port manager as internal VLANs.

**Recommended Action** Check the internal VLAN usage by entering the **show vlan internal usage** command. Unconfigure the feature that occupies the internal VLAN and retry the VLAN creation operation. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VLANMGR\_INVALID\_DATABASE\_DATA: VLAN MANAGER received bad data of type %s: value %d from function %s

**Explanation** The VLAN manager received invalid data from a VLAN configuration database process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VTP\_DB\_INVALID\_VLANID: Invalid VLAN ID [dec] found in VTP database download

**Explanation** An invalid VLAN ID was detected in the VTP database during the download of the VTP configuration file. This condition indicates that the VTP configuration file in NVRAM is corrupted.

**Recommended Action** Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VTP\_DB\_SIZE\_CHECK\_FAILED: The %s VTP database of length %d cannot be supported by the system

**Explanation** The VLAN trunking protocol (VTP) database size is larger than the system can support.

**Recommended Action** Reduce the database size by decreasing the configuration parameters. For example, reduce the size of vlan-names.

**Error Message** %SW\_VLAN-4-VTP\_INTERNAL\_ERROR: VLAN manager received an internal error %d from vtp function %s: %s

**Explanation** An unexpected error code was received by the VLAN Manager from the VTP configuration software.

**Recommended Action** Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VTP\_SEM\_BUSY: VTP semaphore is unavailable for function %s. Semaphore locked by %s

**Explanation** The VTP database is currently locked by another task and is not available. Users should retry the operation sometime later.

**Recommended Action** Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VTP\_USER\_NOTIFICATION: VTP protocol user notification: %s

**Explanation** VTP protocol code encountered an unusual diagnostic situation which the user should be made aware of.

**Recommended Action** Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN-4-VTP\_PRIMARY\_SERVER\_CHG: %e has become the primary server for the %s VTP feature

**Explanation** The primary server status has changed and the indicated device has become the primary server for the indicated VTP feature.

**Recommended Action** No action is required.

**Error Message** %SW\_VLAN-4-VTP\_SEM\_BUSY: VTP semaphore is unavailable for function [chars]. Semaphore locked by [chars]

**Explanation** The VTP database is currently locked by another task and is not available.

**Recommended Action** Retry the operation later. If this condition recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SW\_VLAN-6

**Error Message** %SW\_VLAN-6-VTP\_DOMAIN\_NAME\_CHG: VTP domain name changed to [chars].

**Explanation** The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SW\_VLAN-6-OLD\_CONFIG\_FILE\_READ: Old version [dec] VLAN configuration file detected and read OK. Version [dec] files will be written in the future.

**Explanation** This message indicates that the VLAN software detected an old version of the VLAN configuration file format. The software was able to interpret the file with no problems but will create files using the new format in the future. The first [dec] is the old version number, and the second [dec] is the new version number.

**Recommended Action** No action is required.

**Error Message** %SW\_VLAN-6-VTP\_MODE\_CHANGE: VLAN manager changing device mode from [chars] to [chars].

**Explanation** Some switch devices must automatically change VTP device modes upon receipt of a VLAN configuration database containing more than a set number of VLANs, depending on the device. This message indicates that such a spontaneous conversion has occurred, what the previous mode was, and what the current mode is. [chars] is the VTP device mode. In VTP server mode, the VLAN manager must record each change of VTP configuration and each change of device configuration relating to VTP (such as mode changes, device domain name changes, and password changes) to non-volatile storage using IFS system calls. If a system call fails, the device must spontaneously convert to the VTP client mode. Call failures are usually the result of a hardware failure of the non-volatile storage system, which may require replacement. Other possible causes include software bugs or, in the case of TFTP storage, a transient network or TFTP server failure.

**Recommended Action** No action is required.

**Error Message** %SW\_VLAN-6-VTP\_PRUNING\_CHANGE: VTP Operational Pruning [chars].

**Explanation** VTP operational pruning has been enabled or disabled as shown in [chars], due to either an administrative pruning change, a VTP mode change, or VTP configuration propagation. To view the reason for the change, enter the **show vtp status** command.

**Recommended Action** No action is required.

## SW\_SW-VLAN

**Error Message** %SW\_VLAN\_RF-3-CREATE\_PROCESS: Switch Vlan RF client failed to create %s process

**Explanation** Switch Vlan RF client could not create a process, this will cause bulk sync to fail.

**Recommended Action** Save a copy of the vlan.dat file that includes the invalid VLAN ID to help investigate the condition. Copy the message exactly as it appears on the console or in the system log. Enter the **show vtp status** and the **show vlan** commands to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SW\_SP-VLAN

**Error Message** %SW\_VLAN-SP-6-VTP\_DOMAIN\_NAME\_CHG: VTP domain name changed to %s.

**Explanation** The VTP domain name was changed through configuration to the name specified in the message. A management domain is the naming scope of a VLAN name. Each VLAN has a name that is unique within the management domain.

**Recommended Action** No action is required.

## SW\_VLAN\_ISSU Messages

This section contains switch VLAN in-service software upgrade (ISSU) messages.

### SW\_VLAN\_ISSU-2

**Error Message** %SW\_VLAN\_ISSU-2-GET\_BUFFER: Switch Vlan ISSU client failed to get buffer for message. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to get buffer space for building a negotiation message. A negotiation message cannot be sent to the standby device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-2-INIT: Switch Vlan ISSU client initialization failed to %s. Error: %d (%s)

**Explanation** The switch VLAN ISSU client could not be initialized. This initialization failure must be addressed before an in-service software upgrade or downgrade can be performed successfully. Otherwise, a software upgrade or downgrade will result in downtime.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-2-SEND\_NEGO\_FAILED: Switch Vlan ISSU client failed to send negotiation message. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to send a session negotiation message to the peer device. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-2-SESSION\_NEGO: Switch Vlan ISSU client encountered unexpected client nego\_done. Error: %d (%s)

**Explanation** An ISSU-compliant client transitions through a series of internal states. The switch VLAN ISSU client encountered a client negotiation done state that was unexpected. If a problem occurs with the ISSU session negotiation, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-2-SESSION\_REGISTRY: Switch Vlan ISSU client failed to register session information. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to register session information. If a problem occurs with the ISSU session registration, the standby device cannot be brought up properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

## SW\_VLAN\_ISSU-3

**Error Message** %SW\_VLAN\_ISSU-3-CAP\_INVALID\_SIZE: Switch Vlan ISSU client capability list is empty.

**Explanation** The switch VLAN ISSU client capability exchange list is empty, which is an invalid condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu capability entires** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-CAP\_NOT\_COMPATIBLE: Switch Vlan ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the switch VLAN ISSU client is not compatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-INVALID\_SESSION: Switch Vlan ISSU client does not have a valid registered session.

**Explanation** The switch VLAN ISSU client does not have a valid registered session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-MSG\_NOT\_COMPATIBLE\_WITH\_PEER: 'Message Type %d' is not supported by Switch Vlan ISSU client at peer

**Explanation** The switch VLAN ISSU client at the peer supervisor is not compatible for this message type. The switch VLAN client will be marked as incompatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-MSG\_NOT\_OK: Switch Vlan ISSU client 'Message Type %d' is not compatible

**Explanation** The switch VLAN ISSU client received an incompatible message from the peer device. The message cannot be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-MSG\_SIZE: Switch Vlan ISSU client failed to get the MTU for Message Type %d. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to calculate the MTU for the specified message. As a result, the client is unable to send the message to the standby device.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-SESSION\_UNREGISTRY: Switch Vlan ISSU client failed to unregister session information. Error: %d (%s)

**Explanation** The switch VLAN ISSU client was unable to unregister session information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %SW\_VLAN\_ISSU-3-TRANSFORM\_FAIL: Switch Vlan ISSU client %s transform failed for 'Message Type %d'. Error: %d (%s)

**Explanation** The switch VLAN ISSU client could not transform the specified message type. If the transmit transformation failed, the checkpoint message was not sent to the standby device. If the receive transformation failed, the checkpoint message was not applied on the standby device. In either case, the switch VLAN state between the active device and the standby device is not identical.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## SW\_VLAN\_RF Messages

This section contains switch VLAN redundancy facility (RF) messages.

### SW\_VLAN\_RF-3

**Error Message** %SW\_VLAN\_RF-3-CREATE\_PROCESS: Switch Vlan RF client failed to create %s process

**Explanation** The switch VLAN redundancy facility (RF) client could not create a process. As a result, bulk synchronization will fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SYS Messages

This section contains operating system messages.

## SYS--

**Error Message** %SYS--UNAVAILABLE: Bad pid %d for tty %t

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

## SYS-1

**Error Message** %SYS-1-UNAVAILABLE: CCA Detected System Error, code = %d

**Explanation** CCA has detected a severe system software error. This condition is usually caused by one of the components using CCA or by the interaction among components using CCA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-1-UNAVAILABLE: System detected OVERTEMPERATURE condition. Please resolve cooling problem immediately!

**Explanation** The environmental monitor detected a high-temperature condition.

**Recommended Action** Make sure that the room temperature is not too high and that air flow to the card is not blocked. If this condition persists, the environmental monitor might shut down the system. Call your technical support representative for assistance, if necessary.

**Error Message** %SYS-1-UNAVAILABLE: Threshold: %s CPU Utilization(Total/Intr)  
%d%/ %d%.

**Explanation** CPU usage has returned to normal after crossing over from a threshold of high usage. Any process that was disabled during the period of high CPU use can now be enabled.

**Recommended Action** No action is required.

**Error Message** %SYS-1-UNAVAILABLE: Threshold: %s CPU Utilization(Total/Intr): %d%%/%d%%, Top 3 processes(Pid/Util): %d/%d%%, %d/%d%%, %d/%d%%

**Explanation** The system is experiencing high CPU usage, possibly from a process that is using too much CPU. This condition demands immediate attention, or packets or calls may be dropped.

**Recommended Action** Enter the **show processes CPU** command to determine the CPU hogging process that is causing this condition and, if possible, disable the activity that is causing the CPU hog condition so that CPU utilization is reduced.

## SYS-2

**Error Message** %SYS-2-BAD\_BM\_ARG: Invalid BM index boolean used as argument ([dec])

**Explanation** An illegal boolean manager index argument was referenced.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-CHUNKPARTIAL: Attempted to destroy partially full chunk, chunk [hex] .

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-CHUNKSIBLINGDEST: Attempted to destroy a sibling chunk %x (%s) .

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-FAILEDUPDATE: Failed to update Process id: %d in %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-IMMORTAL: Attempt to shut down management process [dec] ([chars]).

**Explanation** An attempt was made to shut down the specified management process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands, the stack trace, and your pertinent troubleshooting logs.

**Error Message** %SYS-2-INPUT\_GETBUF: Bad getbuffer, bytes= [dec], for interface= [chars]

**Explanation** The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-MMAP: mmap failed for size %d bytes Caller PC 0x%x errno %d

**Explanation** Failed to allocate memory for the requested size. The memory could not be mapped because there is no memory.

**Recommended Action** This message may indicate either a logic error in the issuing component or it may indicate that a mmap failed to allocate contiguous memory for the requested size. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-NOPID: Process MIB is not aware of Process id: %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-NV\_BAD\_PTR: Bad NVRAM pointer. NV Header values are, nv: %p .textbase: %p .textsize: %d .magic: 0x%X .checksum: 0x%X .system\_version: %d .textptr: %p vl\_ptr: %p .priv: %p

**Explanation** A pointer corruption in NVRAM caused a failure in accessing the NVRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-STACKMAGIC: Stackmagic corrupted for process %s, stackstart = %x magic = %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-STACKMMAP: Stack allocation mmap for IOStasks failed

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-SYSMEMINFO: System Memory: %luK total, %luK used, %luK free

**Explanation** This is an auxiliary message to several memory-related messages. It provides system memory information usage.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

**Error Message** %SYS-2-UNAVAILABLE: Bad chunk reference count, chunk %x data %x refcount %x alloc pc %x.

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad chunk reference count, chunk %x data %x.

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad free magic number in chunk header, chunk %x data %x chunk\_freemagic %x

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad getbuffer, bytes= %d

**Explanation** The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

**Recommended Action** When reporting this condition, copy the error message text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Bad getbuffer, bytes= %d, for interface= %s

**Explanation** The software requested a buffer that is larger than the largest configured buffer size, or it requested a negative-sized buffer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-UNAVAILABLE: Bad magic number in chunk header, chunk %x data %x chunkmagic %x chunk\_freemagic %x

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Bad parameter (%d) when calling to the allocator utility

**Explanation** Illegal parameter is used when called to allocator. may represent data some corruption.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Bad pid %d for tty %t

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Bad poolsize returned by the system : %u

**Explanation** System returns a non-optimal pool size. Need to change pool sizes

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Bad refcount in %s, ptr=%x, count=%x

**Explanation** A reference count is used to track the usage of many data structures. A function increments the count when it begins to use a structure and decrements it when it finishes. When the count becomes zero, the data structure is freed. This message indicates that when the count was accessed, it was found to be negative which means that the data structure will not be freed until the system is reloaded.

**Recommended Action** If this messages recurs, copy it exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer %x already in free pool %s

**Explanation** A block of memory at the indicated location is corrupt and/or has been erroneously freed twice.

**Recommended Action** If this message recurs, copy it exactly as it appears and the output of 'show buffer address ' for the given address as well as 'show buffer pool dump' for the given pool. Report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer %x found in pool %x, should be in pool %x

**Explanation** A software error occurred.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer %x linked to itself in free pool %s

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer in list, ptr= %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Buffer in list, ptr= %x, caller= %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: CCA Detected Logic Error, code = %d

**Explanation** CCA has detected a severe internal logic error. This condition is usually caused by one of the components using CCA or by the interaction among components using CCA.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-UNAVAILABLE: Can't create process with start address = %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Chunk element size is more than 64k for %s

**Explanation** Chunk manager cannot function properly with big chunk elements

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Could not expand chunk pool for %s. No memory available

**Explanation** There is not enough processor memory left to grow this chunk pool.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Could not find the sibling to allocate memory from. Chunk %s, total free %d inuse %d.

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Could not return memory Neutrino via munmap at %lx, size %d errno %d

**Explanation** Failed to unmap memory memory at the indicated location. The memory could not be unmapped because it was allocated via mmap.

**Recommended Action** This message may indicate either a logic error in the issuing component or it may indicate that a portion of the memory management structures have been overwritten. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: EXMEM %d: %s

**Explanation** The requested external memory allocator failed to be initialized. reasons are not clear.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Error noticed in the sibling of the chunk %s, Chunk index : %d, Chunk real max : %d

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Error: %s

**Explanation** A software Error occurred while decompressing the Image. The actual error is within the string of the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-UNAVAILABLE: Failed to update Process id: %d in %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-UNAVAILABLE: Free a non allocated ptr %x size %d.

**Explanation** Trying to free a memory which not all of it marked as allocated.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Generated configuration not backward compatible

**Explanation** The router has been configured to generate nonvolatile memory using the commands of an older software version. The current configuration of the router contains a command that cannot be saved using only the older command set.

**Recommended Action** Allow the router to save the configuration using the command set of the current software version, or remove the commands that cannot be saved using the older command set.

**Error Message** %SYS-2-UNAVAILABLE: INPUTQ set, but no IDB, ptr=%x

**Explanation** This message is issued when an attempt is made to alter the input queue count for a packet that should not be counted.

**Recommended Action** When reporting this condition, copy the text of the message exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Inconsistent counters for chunk : %stotal free %d/%d, total sibs %d/%d, total alloc %d/%d

**Explanation** System returns a non-optimal pool size. Need to change pool sizes

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Invalid BM index boolean used as argument (%d)

**Explanation** An illegal boolean manager index argument was referenced

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Invalid BM name

**Explanation** An illegal name string was registered with the BM

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Invalid chunk header type %d for chunk %x, data %x

**Explanation** An inconsistency was detected while managing the chunk memory pool. The probability that this is a software error is close to 100 percent, but there could be a hardware problem with memory.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-2-UNAVAILABLE: Killing process %s, associated with line %d

**Explanation** A process associated with a tty line was killed by another process. The line may go dead

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Killing process %s, pid %d again

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Low-memory debug exception (limit=%u free=%u)

**Explanation** The router is configured to crash when total available IO memory drops below a specified threshold. That threshold has been reached. This may have occurred due to a memory leak or from supporting additional features.

**Recommended Action** If you suspect a memory leak, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Low-memory debug exception (limit=%u free=%u)

**Explanation** The router is configured to crash when total available processor memory drops below a specified threshold. That threshold has been reached. This may have occurred due to a memory leak or from supporting additional features.

**Recommended Action** If you suspect a memory leak, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory allocation of %u bytes failed from %x, alignment %d Pool: %s Free: %u Cause: %s Alternate Pool: %s Free: %u Cause: %s

**Explanation** The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error may have exhausted or fragmented the router's memory.

**Recommended Action** If you suspect a software error, copy the error message exactly as it appears on the colsole or in the system log, contact your technical support representative, and provide the representative with the gathered information. Otherwise, you may need to add more memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory fragmentation check debug exception (fragment size %u)

**Explanation** The router is configured to crash when the largest available contiguous IO memory block drops below a specified threshold. That threshold has been reached. This may have occurred due to excessive memory thrashing or from supporting additional features.

**Recommended Action** If you suspect memory thrashing, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory fragmentation check debug exception (fragment size %u)

**Explanation** The router is configured to crash when the largest available contiguous processor memory block drops below a specified threshold. That threshold has been reached. This may have occurred due to excessive memory thrashing or from supporting additional features.

**Recommended Action** If you suspect memory thrashing, copy the message exactly as it appears and report it to your technical support representative. Otherwise, you may need to add memory or reduce the number of features you are trying to support.

**Error Message** %SYS-2-UNAVAILABLE: Memory requested from Null Chunk

**Explanation** Chunk manager cannot allocate memory from NULL chunks

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Message from %t(%s): %s

**Explanation** A user has used the 'send log' command to include a message on the configured logging destinations. Such messages can be used to help tag where user-initiated events occur during debugging.

**Recommended Action** This message is informational only.

**Error Message** %SYS-2-UNAVAILABLE: Multiple Signals are sent to a process %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: No memory available for %s %d

**Explanation** An operation could not be accomplished because of a low-memory condition. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a configuration that has more memory.

**Error Message** %SYS-2-UNAVAILABLE: No such process %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process %s has trashed stack, old size %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process MIB is not aware of Process id: %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-UNAVAILABLE: Process aborted on invalid signal, signum = %d.

**Explanation** An attempt was made to send an invalid signal to another process.

**Recommended Action** If this message occurs more than once, report this message to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process aborted on watchdog timeout, process = %s.%s

**Explanation** The indicated process ran for too long without relinquishing control. The system killed it as a runaway process.

**Recommended Action** This message may be related to a combination of system load and configuration. When reporting this message, copy the message text exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process creation of %s failed (at level %d).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Process creation of %s failed (no memory).

**Explanation** Insufficient memory was available to create a process either while trying to support additional features or due to a memory leak.

**Recommended Action** A memory leak may be the cause if the system has been running for a while without changing its configuration. If you suspect a leak, then copy this message exactly as it appears and report it to your technical support representative. Otherwise, ensure that more memory is available to support the additional features.

**Error Message** %SYS-2-UNAVAILABLE: Regular expression access check with bad list %d

**Explanation** This message indicates that a pointer to an access list is invalid.

**Recommended Action** The event that caused this message to be issued should not have occurred. It can mean that one or more data structures have been overwritten. If this message recurs, and you decide to report it to your technical representative, you should copy the text of the message exactly as it appears and include the associated stack trace. Since access list corruption may have occurred, a technical representative should verify that access lists are functioning correctly.

**Error Message** %SYS-2-UNAVAILABLE: Root chunk need to be specified for %x

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Stack allocation mmap for IOStasks failed

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Stackmagic corrupted for process %s, stackstart = %x magic = %x

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: System Crashed, Writing Core....

**Explanation** The system has crashed because of an exception, A core is being generated

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-2-UNAVAILABLE: System Memory: %luK total, %luK used, %luK free

**Explanation** This is an auxiliary message to several memory-related messages. It provides system memory information usage.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

**Error Message** %SYS-2-UNAVAILABLE: Task hung with blocking disabled, value = 0x%x.

**Explanation** The indicated process has exceeded the time limit for which it may relinquish control with blocking disabled.

**Recommended Action** This message may be a result of high loads. If it recurs, copy the text exactly as it appears and report it, along with the associated stack trace to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: Trying to set unknown special character %d to %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: mmap failed for size %d bytes Caller PC 0x%x errno %d

**Explanation** Failed to allocate memory for the requested size. The memory could not be mapped because there is no memory.

**Recommended Action** This message may indicate either a logic error in the issuing component or it may indicate that a mmap failed to allocate contiguous memory for the requested size. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-2-UNAVAILABLE: pthread\_mutex\_lock failed for %s

**Explanation** The thread failed in pthread\_mutex\_lock while trying to acquire a mutex.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## SYS-3

**Error Message** %SYS-3-BADRESID: Clock hardware returned bad residual [dec].

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-CHUNK\_NO\_EXMEM: No handler to [chars] external memory.

**Explanation** An attempt was made to allocate or free a chunk of external memory, but no handler for managing external memory was registered.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-INVMEPID: Invalid pid %d in block: %x

**Explanation** There has been attempt to allocate memory on behalf of an invalid process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-LOGGER\_DROPPED: System dropped %d console debug messages.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. The messages can not be guaranteed to be seen so this message replaces the lost messages.

**Recommended Action** Consider using conditional debugging or turning off console logging.

**Error Message** %SYS-3-MEMSEMFAIL: Mempool semaphore creation failed for [chars]

**Explanation** Semaphore creation for the specified memory pool has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-PREEMPTSUSP: Suspending a preemptive process [chars]

**Explanation** A preemptive process attempted a suspend, which is not allowed because they are expected to finish their work as quickly as possible and go back to idle queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-PROCSEMFAIL: Process semaphore creation for preemptive processes failed.

**Explanation** Creation of a process function semaphore to protect the critical section of the process create routine has failed. The semaphore creation can fail if there is not enough chunk memory to create the event structure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-UNAVAILABLE: Cannot start timer (%#x) with negative offset (%d).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Clock hardware returned bad residual %d.

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Corrupt block at %x (magic %08x)

**Explanation** The free memory pool is corrupt. An inconsistency was detected in the free memory pool.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-3-UNAVAILABLE: Corrupt free block at %x (magic %08x)

**Explanation** A block of memory at the indicated location is corrupt. An inconsistency was detected while checking the free memory area.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information. Save any crashinfo or crashdump files. If the router has crashed, and was not configured to automatically reload, the router will need to be reloaded manually.

**Error Message** %SYS-3-UNAVAILABLE: Couldn't add process process pid %d to resource group %x, Cause: %s

**Explanation** An attempt to create a resource group failed at the indicated location

**Recommended Action** This message may indicate either a logic error in the issuing component or may be due to a low memory condition as specified in the Cause. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Couldn't delete process process pid %d from resource group Cause: %s

**Explanation** An attempt to remove a process from a resource group failed at the indicated location

**Recommended Action** This message indicates a logic error in the issuing component. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Couldn't destroy resource group %x, Cause: %s

**Explanation** An attempt to destroy a resource group failed at the indicated location

**Recommended Action** This message indicates a logic error in the issuing component. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Crashinfo subsys initialization did not add registry crashinfo\_get\_default\_file\_name.

**Explanation** In order to figure out the device which the crashinfo writes to, the crashinfo subsys has to add the registry crashinfo\_get\_default\_file\_name.

**Recommended Action** Use Topic to search for a similar DDTS. If you find none, write a DDTS for this problem. This SHOULD never happen - it is an indication of a bug elsewhere in the code.

**Error Message** %SYS-3-UNAVAILABLE: Failed to parse boot command:%s Error:%d

**Explanation** Boot configuration failed to parse when copied to startup-config. Most likely reason would be syntax errors in the boot configuration.

**Recommended Action** Decode the traceback and check configuration file for the boot commands. Boot commands are sandwiched between boot-start-marker and boot-end-marker

**Error Message** %SYS-3-UNAVAILABLE: Function %s: value %#x passed in parameter %s

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Illegal printing attempt from interrupt level.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Invalid memory action (%s) at interrupt level

**Explanation** This message indicates that a memory allocation or deallocation was attempted from an interrupt handler.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Invalid pid %d in block: %x

**Explanation** There has been attempt to allocate memory on behalf of an invalid process.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please copy the text of the message exactly as it appears; include the stack trace, any additional related failure data and the output of the command **show tech-support** and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Mempool semaphore creation failed for %s

**Explanation** This message indicates that the semaphore creation for the specified mempool failed.

**Error Message** %SYS-3-UNAVAILABLE: No handler to %s external memory.

**Explanation** An attempt was made to allocate or free a chunk of external memory, but no handler for managing external memory was registered.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: No space remaining to save private config

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Nonvolatile storage write error; configuration failed

**Explanation** The write of the nonvolatile configuration failed.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Null IDB in %s

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Overflow in %s, chars %d, buffer size %d

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Process %s top-level routine exited

**Explanation** An internal software error occurred

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Process has no associated tty (in %s).

**Explanation** An internal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Process semaphore creation for preemptive processes failed.

**Explanation** Creation of process function semaphore to protect the critical section of process create routine failed. The semaphore creation can fail if there isnt enough chunk memory to create the event structure.

**Error Message** %SYS-3-UNAVAILABLE: Questionable reset of process %d on tty%t

**Explanation** A process was reset without giving it a chance to clean itself up.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Removed a non-empty list(%x, name: %s), having %lu elements

**Explanation** A non-empty list should not be destroyed. If it happens, there is a possibility that all elements enqueued into the list will never be deallocated. This message reports that a non-empty list got destroyed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-UNAVAILABLE: Requested memory thresholding operation on resource group failed Resource Group handle: %x, Cause: %s

**Explanation** The message indicates that a request to Set/Get memory thresholding data or enable/disable thresholding failed in the indicated location

**Recommended Action** This message indicates a logic error in the issuing component as specified in the Cause. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Resource group creation failed, Cause: %s

**Explanation** An attempt to create a resource group failed at the indicated location

**Recommended Action** This message may indicate either a logic error in the issuing component or may be due to a low memory condition. When reporting this message, copy the text exactly as it appears; include the associated stack trace; and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Same tty%t in linewatch\_timers, type %d

**Explanation** A tty appeared twice in a timer list where it should have only appeared once.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Storing of console terminal control settings failed

**Explanation** This occurs during console initialization, the retrieving and storing of console terminal control settings soon after initialization fails

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: System cannot release chunk memory.

**Explanation** The system was not able to destroy a previously allocated chunk of memory.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: System dropped %d console debug messages.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. The messages can not be guaranteed to be seen so this message replaces the lost messages.

**Recommended Action** Consider using conditional debugging or turning off console logging.

**Error Message** %SYS-3-UNAVAILABLE: System pausing to ensure console debugging output.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. In order to guarantee that they can be seen, the rest of the system is paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

**Recommended Action** Consider using conditional debugging, turning off console logging, or using the o logging console guaranteed command, or turning off link-state messages for some interfaces

**Error Message** %SYS-3-UNAVAILABLE: System reloading, unable to complete startup configuration update

**Explanation** Startup configuration updation is already in progress and reload has been called either from interrupt level or with all interrupts disabled. Reload can not suspend to let startup configuration updation get completed. Startup configuration may get corrupted.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-3-UNAVAILABLE: System running-config write error; configuration failed

**Explanation** The write of the system running configuration failed.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: System was paused for %TE to ensure console debugging output.

**Explanation** Debugging or informational messages are being generated faster than they can be displayed on the console. In order to guarantee that they can be seen, the rest of the system was paused until the console output catches up. This can break time-critical behavior, such as maintaining an ISDN link.

**Recommended Action** Consider using conditional debugging, turning off console logging, or using the `o logging console guaranteed` command, or turning off link-state messages for some interfaces

**Error Message** %SYS-3-UNAVAILABLE: TTY%t: Managed Timer(s) %s still running

**Explanation** One or more managed timers for a TTY that is deleted are still running.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYS-3-UNAVAILABLE: Task is running for (%d)msecs, more than (%d)msecs (%d/%d), process = %s.%s

**Explanation** The indicated process ran too long without relinquishing the processor. Each process should run for a small amount of time and then relinquish the CPU so that other processes can run. This problem can be caused by many things like traffic or system load, hardware or operational configuration, a configuration change, initialization (of many interfaces, cards or ports for example), a high momentary error rate, a sustained abnormal condition or many other conditions.

**Recommended Action** If you suspect a software error, copy the error message exactly as it appears on the console or in the system log, contact your technical support representative, and provide the representative with the gathered information.

**Error Message** %SYS-3-UNAVAILABLE: Timer callback ran long, PC = %x.

**Explanation** The indicated callback routine ran for too long without relinquishing the processor.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Unknown socket protocol %d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: Unknown stack. Process: %s

**Explanation** An internal error occurred when running the garbage detector

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please issue a show tech and contact your technical support representative with the gathered information.

**Error Message** %SYS-3-UNAVAILABLE: Unknown stack. Process: %s

**Explanation** An internal error occurred when running the memory leak detector

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log and look up the message in the Bug Toolkit at:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you are unable to resolve the issue using Bug Toolkit, please issue a show tech and contact your technical support representative with the gathered information.

**Error Message** %SYS-3-UNAVAILABLE: Variable %s not set properly in the routine %s.

**Explanation** The write of the nonvolatile configuration failed because an internal variable was not set properly.

**Recommended Action** If this messages occurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: cannot open file for reading '%s'

**Explanation** The URL for the cannot be opened for reading.

**Recommended Action** Check for proper Uniform Resource Locator syntax and for read permission and retry.

**Error Message** %SYS-3-UNAVAILABLE: cannot set TCL interpreter variable '%s' to '%s': '%s'

**Explanation** The value could not be passed to the TCL interpreter

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: heap timer at 0x%x has not been initialized

**Explanation** A heap timer has not been initialized

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: heap timer at 0x%x in state %d

**Explanation** A heap timer has not been initialized

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-3-UNAVAILABLE: redirection url write failed '%s'

**Explanation** Redirection of output to URL failed.

**Recommended Action** Check for free space on destination URL and retry.

**Error Message** %SYS-3-UNAVAILABLE: timer heap at 0x%x needed to expand, but hasn't

**Explanation** A timer heap should have expanded, but has not

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## SYS-4

**Error Message** %SYS-4-UNAVAILABLE: %s while processing the input regular expression. Aborting processing, use alternate regular expression. Input regular expression: %s

**Explanation** Regular expression processing limitation: Certain regular expressions require huge stack space for processing or can lead to processing timeouts. We abort processing such regular expressions and print this message to avoid stack overflow/unexpected reload.

**Recommended Action** The regular expression specified leads to stack overflow/processing timeout of the indicated process. Recommended to use a different regular expression.

**Error Message** %SYS-4-UNAVAILABLE: %s is seeing %s cpu util %u%% at %s level more than the configured %s limit %u %%

**Explanation** The system is experiencing high CPU usage, possibly from a process that is using too much CPU. This condition demands immediate attention, or packets or calls may be dropped. CPURESRISE notifications should be matched with the corresponding CPURESFALLING/CPURESUNAPPLY notification.

**Recommended Action** No action is required

**Error Message** %SYS-4-UNAVAILABLE: %s.

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-4-UNAVAILABLE: An nvram checksum is already in progress

**Explanation** User attempted multiple nvram operations at the same time. If not at interrupt, the system will attempt the nvram operation again.

**Recommended Action** Nothing - unless the command fails; in which case, the command needs to be attempted again.

**Error Message** %SYS-4-UNAVAILABLE: An nvram checksum is already in progress; the nvram checksum from interrupt cannot be serviced

**Explanation** An interrupt service routine attempted to perform a checksum on the nvram contents and found the resource in use.

**Recommended Action** Nothing - unless the command fails; in which case, the command needs to be attempted again.

**Error Message** %SYS-4-UNAVAILABLE: Attempt via SNMP failed, system shutdown not configured

**Explanation** SNMP cannot be used to reload the router unless this functionality has been previously configured. This message reports that an attempt to reload the router failed because SNMP reloads are not currently configured on the router.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-4-UNAVAILABLE: Configuration from version %d.%d may not be correctly understood

**Explanation** The software detected that the configuration saved in memory was written by a newer version of software. There might be commands saved in memory that are not implemented by the older software version.

**Recommended Action** Examine all the messages printed while the router was booting. For each message about an unknown command, determine whether that feature is required. If so, upgrade to a newer version of software that supports that feature.

**Error Message** %SYS-4-UNAVAILABLE: Configuration needs to be truncated to fit into nvram

**Explanation** The software detected that the configuration is to be truncated to fit in the nvram. There was not enough space to save the compressed configuration

**Recommended Action** Save the configuration to flash if the platform supports boot config nvbypass command.

**Error Message** %SYS-4-UNAVAILABLE: External memory allocation of %d bytes failed from EXMEM %d

**Explanation** The requested memory allocation is not available from the specified memory pool. The current system configuration, network environment, or possibly a software error might have exhausted or fragmented the router's memory.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-4-UNAVAILABLE: Free Memory has dropped below low watermark Pool: %s Free: %lu freemem\_lwm: %lu

**Explanation** The memory pool specified in the error message is experiencing a low-memory condition. The amount of free memory available in the specified memory pool has dropped below the configured low-memory limit.

**Recommended Action** No action is required

**Error Message** %SYS-4-UNAVAILABLE: Non config data present at the end of nvram is corrupted

**Explanation** The software detected that the configuration saved into nvram has overlaid a part of the nvram occupied by non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

**Recommended Action** Compress the configuration and store or copy to flash as appropriate

**Error Message** %SYS-4-UNAVAILABLE: Non config data present at the end of nvram needs to be overwritten to fit the configuration into nvram

**Explanation** The software detected that the non config data files occupying the end of nvram need to be overwritten to fit the configuration. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

**Recommended Action** Compress the configuration and store or copy to flash as appropriate

**Error Message** %SYS-4-UNAVAILABLE: Running invalid image for platform!

**Explanation** The software image being run is for a different hardware architecture. This problem can occur on a Cisco 1003, Cisco 1004, or Cisco 1005. The Cisco 1003 and Cisco 1004 use a different image from the Cisco 1005.

**Recommended Action** Install the correct software image.

**Error Message** %SYS-4-UNAVAILABLE: SNMP WriteNet request. Writing current configuration to %i

**Explanation** SNMP is writing the current configuration to a network host.

**Recommended Action** These are notification messages only. No action is required.

**Error Message** %SYS-4-UNAVAILABLE: SNMP hostConfigSet request. Loading configuration from %i

**Explanation** SNMP is reading the host configuration from a network host.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-4-UNAVAILABLE: SNMP netConfigSet request. Loading configuration from %i.

**Explanation** SNMP is reading the network configuration from a network host.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-4-UNAVAILABLE: SNMP system message request %d denied because of pending job

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-4-UNAVAILABLE: System config parse from (%s) failed

**Explanation** The configuration file from the URL specified in the error message could not be read.

**Recommended Action** Enter the **no service config** command to disable autoloading of configuration files OR investigate why the tftp load is failing.

**Error Message** %SYS-4-UNAVAILABLE: The configuration could not be locked

**Explanation** A software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %SYS-4-UNAVAILABLE: Truncated configuration to %ld bytes from %ld bytes

**Explanation** The software detected that the configuration saved into nvram has been truncated. There was not enough space to save the compressed configuration.

**Recommended Action** Save the configuration to flash if the platform supports boot config command.

**Error Message** %SYS-4-UNAVAILABLE: Unable to initialize the geometry of nvram

**Explanation** The software detected that it failed to initialize the nvram block geometry, a part of the nvram to host non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload. This may happen when the entire nvram is packed with the configuration and the newer version of software which supports this feature, could not find the minimum room in the nvram to initialize block file system.

**Recommended Action** Reduce the configurations in the nvram atleast by 2K

**Error Message** %SYS-4-UNAVAILABLE: Update to memory leak detector on free of 0x%x failed, CLI output is unreliable

**Explanation** managed chunk malloc to store the range that is freed while memory leak detector is in progress failed. Hence memory leak detector will not be updated of this free and this can be reported as leak which is false.

**Recommended Action** Ignore the output of show memory debug leaks.. if system is in low memory condition else perform a bug toolkit search on the web for existing bugs related to this error message, if none found, contact TAC for this problem providing show version and show memory statistics output.

**Error Message** %SYS-4-UNAVAILABLE: sanity check failed for string %s

**Explanation** The owner of this string must have freed their structure without letting the string database know

**Recommended Action** No action is required

## SYS-5

**Error Message** %SYS-5-UNAVAILABLE: Scheduled reload cancelled at %s

**Explanation** A scheduled reload that was requested for the router has been cancelled.

**Recommended Action** No action is required.

**Error Message** %SYS-5-UNAVAILABLE: %s table %s damaged: %s.

**Explanation** An internal table entry became corrupt.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %SYS-5-UNAVAILABLE: Configuration file %s accepted, aborting setup

**Explanation** A configuration was accepted over the network, so the setup session will be aborted.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Configured from %s

**Explanation** The router's configuration was changed.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Configured from %s by %s

**Explanation** The router's configuration was changed.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Flow-control threshold on module %d has exceeded the default value. Threshold will be set to lower value

**Explanation** The FIFO threshold values are monitored for flow-control. When the threshold value exceeds the default, the value is set to new (lower) value

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SYS-5-UNAVAILABLE: Free Memory has recovered above low watermark  
Pool: %s Free: %lu freemem\_lwm: %lu

**Explanation** The memory pool specified in the error message has recovered from a low-memory condition and the free memory in that pool is now above the configured low-memory limit.

**Recommended Action** No action is required

**Error Message** %SYS-5-UNAVAILABLE: Nonvolatile storage configured from %s

**Explanation** The configuration was written successfully.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Nonvolatile storage configured from %s by %s

**Explanation** The configuration was written successfully.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Privilege level set to %d by%s%s

**Explanation** The privileged mode is enabled or the privilege level is changed; therefore, the associated , and information will be logged.

**Recommended Action** This is a notification message only. No action is required. To disable this particular logging feature, issue the **no logging userinfo** command from the global configuration mode.

**Error Message** %SYS-5-UNAVAILABLE: Reload requested for %s

**Explanation** A scheduled reload has been requested for the router.

**Recommended Action** No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Reload requested%s

**Explanation** A reload or restart was requested.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Switchover requested

**Explanation** A switchover was requested.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: Switchover requested%s

**Explanation** A switchover was requested.

**Recommended Action** This is a notification message only. No action is required.

**Error Message** %SYS-5-UNAVAILABLE: System restarted -- %s

**Explanation** A reload or restart was requested.

**Recommended Action** This is a notification message only. No action is required.

## SYS-6

**Error Message** %SYS-6-UNAVAILABLE: %#x: %#x %#x %#x %#x

**Explanation** This is an auxiliary message to several memory-related messages. It provides a raw display of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %SYS-6-UNAVAILABLE: %d queue error messages have been dropped

**Explanation** Some queue error messages were dropped due to message buffer full.

**Recommended Action** This is an informational message. There should have been other queue related error messages before this one. Report those earlier messages to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: %s %s.

**Explanation** A configured boot system command failed.

**Recommended Action** If a system image was eventually loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: %s packet %x has a zero reference count, freeing pid = %x, freeing pc = %x %s.

**Explanation** Provides additional information about original freer of packet.

**Recommended Action** If this messages recurs, copy it exactly as it appears; include the stack trace; and report it to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: %s%s is no longer monitoring %s cpu at %s level for the configured %s limit.

**Explanation** CPU usage is no longer monitored for the configured threshold level mentioned in the error message. The corresponding policy is revoked.

**Recommended Action** No action is required

**Error Message** %SYS-6-UNAVAILABLE: %s%s is no longer seeing %s high cpu at %s level for the configured %s limit %u%%, current value %u%%

**Explanation** CPU usage has returned to normal after crossing over from a threshold of high usage. Any process that was disabled during the period of high CPU use can now be enabled.

**Recommended Action** No action is required

**Error Message** %SYS-6-UNAVAILABLE: %s: addr, pc ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC ADDRPC

**Explanation** This is an auxiliary message to several memory-related messages. It provides the address of the memory block and the calling program counter for the last eight blocks allocated and for the last eight blocks freed.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of a previously printed error message.

**Error Message** %SYS-6-UNAVAILABLE: %sblk %x, words %u, alloc %x, %s, dealloc %x, rfcnt %x

**Explanation** This is an auxiliary message to several memory-related messages. It provides a formatted display of some of the information in the header of a corrupted data block.

**Recommended Action** This message provides additional information only. Copy the error message exactly as it appears, and report it to your technical support representative as part of the previously printed error message.

**Error Message** %SYS-6-UNAVAILABLE: Bridging software not present

**Explanation** Your system is not configured to be a bridge.

**Recommended Action** Configure the bridging software.

**Error Message** %SYS-6-UNAVAILABLE: Logging of buginf debugs was %s

**Explanation** All calls to debugging have been disabled in Cisco IOS software as a result the user entering the **no logging buginf** command. This command is used to avoid a situation where a large amount of debugging calls might overload the processor (CPU hog condition). This condition differs from the use of the **undebug all** command in that all debugging calls have been disabled in the Cisco IOS software. No debug reporting is available, even if debugging is enabled. Note that even though debugging has been completely disabled in the system, other message reporting, including error reporting, is still available.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %SYS-6-UNAVAILABLE: Logging to host %s%s%s

**Explanation** Syslog logging to specified server or host(vrf) has started or stopped

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SYS-6-UNAVAILABLE: Messages above this line are from the boot loader.

**Explanation** At least one informational or error message was printed by the boot loader.

**Recommended Action** If the system image was loaded, no action is recommended. If the system image did not load as configured, send a log file and configuration information to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: Process %s just finished executing

**Explanation** This message is an auxiliary to the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages. It identifies the process or process fragment that was executing when the error occurred.

**Recommended Action** Copy this messages exactly as it appears, and report it, along with the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages, to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: Reserve memory is being created

**Explanation** A portion of memory is reserved exclusively for console

**Recommended Action** The console access is made available even in low memory condition. User can collect the details like tech-support for further diagnosis

**Error Message** %SYS-6-UNAVAILABLE: Reserve memory is being used

**Explanation** The reserved memory is being used by the console

**Recommended Action** The system is low in memory. The reserved memory will be used only by the console process. Please take a techsupport so that the reason for low memory can be found

**Error Message** %SYS-6-UNAVAILABLE: Scheduler test %#x (for %s) just executed

**Explanation** This message is an auxiliary to the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages. It identifies the process or process fragment that was executing when the error occurred.

**Recommended Action** Copy this message exactly as it appears, and report it, along with the SYS-3-OVERRUN and SYS-3-BADMAGIC error messages, to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: Stack for %s %s running low, %d/%d

**Explanation** An internal software error occurred.

**Recommended Action** If this messages recurs, copy it exactly as it appears and report it to your technical support representative.

**Error Message** %SYS-6-UNAVAILABLE: System clock has been updated from %s to %s, configured from %s by %s.

**Explanation** This message indicates that the system clock has been modified.

**Recommended Action** This is informational message.

**Error Message** %SYS-6-UNAVAILABLE: Time since last reboot not available

**Explanation** This is an informational message for the user. The time taken for the router to come up after OIR is not available.

**Recommended Action** No action required.

**Error Message** %SYS-6-UNAVAILABLE: Time taken to reboot after reload = %-4d seconds

**Explanation** This is an informational message for the user. This provides the time taken for the router to come up after reload or crash. The time is actually the difference between the last crash and a successive boot. If autoboot was not set, and router is in rommon for a long time, then the reload time shown could be large.

**Recommended Action** No action required.

**Error Message** %SYS-6-UNAVAILABLE: boot system %s command is skipped

**Explanation** A configured boot system command is skipped. Either the system experienced a crash while loading this image in the last attempt or the filename is not properly specified. Subsequent boot system commands will be tried

**Recommended Action** Replace the failed boot system image with a good one. There could be various reasons that this specified image failed, for example the image might be with a bad checksum.

## SYS-7

**Error Message** %SYS-7-UNAVAILABLE: ESM shutdown

**Explanation** The Embedded Syslog Manager has been shut down

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %SYS-7-UNAVAILABLE: Initialized the geometry of nvram

**Explanation** Initialized the nvram block geometry, a part of the nvram to host non config data files. Typically these files are used by snmp to store and retrieve non config persistent data across system reload.

## SYS-SP

### SYS-SP-3

**Error Message** %SYSCTLR-3-UNAVAILABLE: Health monitoring setup failed on shelf\_id %d

**Explanation** Health monitor failed to setup the monitoring command on that particular shelf

**Error Message** %SYSCTLR-3-UNAVAILABLE: Invalid parameter/mangled pointer routine:  
%s, file: %s, line: %d

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: No context associated with the expired SDP timer

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: SDP packet received by system controller contained invalid version number.

**Explanation** Check that shelf is running compatible version of SDP

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: SDP packet with duplicate shelf-id %d received from %s, already discovered shelf located at %s

**Explanation** Two shelves with same shelf-id are configured in the system.

**Recommended Action** Change the shelf-id for one of the shelf.

**Error Message** %SYSCTLR-3-UNAVAILABLE: Shelf id protocol error

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: Unable to send message %d to process with pid %d.

**Explanation** Most likely the performance collector process has terminated.

**Error Message** %SYSCTLR-3-UNAVAILABLE: socket bind failed

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %SYSCTLR-3-UNAVAILABLE: socket open failed

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** **SYSCTLR-4** %SYSCTLR-4-UNAVAILABLE: Configuration for the shelf %d located %i changed

**Explanation** SDP protocol on system controller has detected that a particular shelf configuration has changed.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Hello packet from shelf %d not received, shelf removed.

**Explanation** No SDP hello packets were received from the particular shelf, this could indicate that particular router shelf is down or is mis-configured.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Local time %s %s on shelfid %d is not active, resetting monitor\_type %d

**Explanation** Health monitor setup commands polling information. If you see this message shows up every ten minutes, that means health monitor is not able to set that corresponding entry on that shelf.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Shelf %d located %i reloaded

**Explanation** SDP protocol on system controller has detected that a particular shelf has reload.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Shelf %d located at address %i removed.

**Explanation** SDP protocol on system controller didn't receive hello packets from particular shelf.

**Error Message** %SYSCTLR-4-UNAVAILABLE: Shelf %d not reachable via SNMP

**Explanation** Shelf indicated above is not responding to SNMP requests.

**Recommended Action** Check the snmp configuration for the above shelf and also check correct community string is specified in configuration command system-controller community on the system controller.

## SYSCTLR-5

**Error Message** %SYSCTLR-5-UNAVAILABLE: MD5 digest does not match, SDP packet received from, %i rejected

**Explanation** A SDP hello packet was received from shelf, which is not trusted.

**Recommended Action** Either specify the correct SDP password and/or destination on the shelf from which this message was received.

## SYSCTLR-6

**Error Message** %SYSCTLR-6-UNAVAILABLE: Communication with shelf %d located at address %i

**Explanation** SDP protocol on system controller has detected a particular shelf.

**Error Message** %SYSCTLR-6-UNAVAILABLE: Found Shelf %d with an invalid IP address %s

**Explanation** System Controller found a Shelf with an invalid ip address

**Recommended Action** Check the IP address set on the Shelf

**Error Message** %SYSCTLR-6-UNAVAILABLE: Shelf %d discovered located at address %i

**Explanation** SDP protocol on system controller has detected a particular shelf.

## SYSLOGD Messages

This section contains system logging (SYSLOG) messages.

### SYSLOGD-3

**Error Message** %SYSLOGD-3-DROPPED\_MESSAGES: A total of [int] messages have been dropped by the syslog daemon, due to [chars]

**Explanation** The syslogd process has dropped received messages. The syslogd process may be receiving too many messages to process before the buffer fills, or it may have received a message for which there was insufficient memory available. In either case, there may be a bug in the sending process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SYSLOG\_SERVER-3

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to add Syslog file %s, maximum Syslog files %d.

**Explanation** Exceeded the maximum Syslog files allowed.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to create a Syslog file.

**Explanation** Failed to create a Syslog file.

**Recommended Action** There is probably no PCMCIA disk on slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to open %s.%d syslog file.

**Explanation** Failed to open a syslog file. One or more of the subfiles may have been deleted or there is no PCMCIA disk

**Recommended Action** You may not be having a PCMCIA disk in slot0 on the System Controller. Please check to see if it is not a PCMCIA Flash. If one or more of the subfiles is missing, then they will be automatically restored when the current file reaches its capacity and gets archived

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to read a file.

**Explanation** Failed to read a file.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Failed to write a syslog file.

**Explanation** Failed to write a syslog file.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Illegal file system %s.

**Explanation** Illegal file system.

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Parsing file error.

**Explanation** The Router is not configured to timestamp all the log messages

**Recommended Action** Please configure your router with appropriate commands to timestamp the log messages. Eg: service timestamps

**Error Message** %SYSLOG\_SERVER-3-UNAVAILABLE: Unknown command or device name, or unable to find device address.

**Explanation** Unknown command or device name, or unable to find device address.

## SYSLOG\_SERVER-4

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: No configuration change.

**Explanation** There is no configuration change to the syslog-server

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: No memory left.

**Explanation** No memory left.

**Recommended Action** The System Controller is running very low on memory.

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: No syslog file.

**Explanation** No syslog file.

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: Syslog file [%s] exists.

**Explanation** You may have issued a directory name that already exists on the PCMCIA disk.

**Recommended Action** Please check to see if the directory name you supplied already exists on the PCMCIA disk and re-enter a different one

**Error Message** %SYSLOG\_SERVER-4-UNAVAILABLE: syslog records do not appear to be timestamped.

**Explanation** This may be a result of not turning the service timestamp command.

**Recommended Action** Please turn the service timestamps log datetime command on your router. This will cause the system to timestamp debugging or logging messages. Use at least datetime.

## SYSMGT\_RPC-3

**Error Message** %SYSMGT\_RPC-3-UNAVAILABLE: SYSMGT RPC - IPC %s %s failed (%s)

**Explanation** System Management Remote Procedure Call operation failure. Request for information from the CIP card will not be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSMGT\_RPC-3-UNAVAILABLE: SYSMGT RPC - NETMGT Event: %s (%d)

**Explanation** System Management Remote Procedure Call Network management event error detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSMGT\_RPC-3-UNAVAILABLE: SYSMGT RPC - RPC %s %s failed (%s %d)

**Explanation** System Management Remote Procedure Call operation failure. Request for information from the CIP card will not be processed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# SYSMGR Messages

This section contains system manager messages.

## SYSMGR-3

**Error Message** %SYSMGR-3-ABNORMTERM: [chars]:[dec] (jid [dec]) abnormally terminated, [chars]

**Explanation** A process was abnormally terminated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSMGR-3-ERROR: [chars]:[dec] (jid [dec]) [chars] ([chars])

**Explanation** The system manager server has encountered an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SYSMGR-6

**Error Message** %SYSMGR-6-ERROR\_EOK: [chars]:[dec] (jid [dec]) [chars]

**Explanation** The system manager server has encountered an error condition.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSMGR-6-RESTART: Restarting process [chars] by [chars]

**Explanation** A process was restarted through the CLI.

**Recommended Action** This is an informational message only. No action is required.

## SYSMGR\_PLATFORM Messages

This section contains Cisco Catalyst 6000 system manager process messages.

### SYSMGR\_PLATFORM-5

**Error Message** %SYSMGR\_PLATFORM-5-WAIT\_RP: Waiting RP to complete crashinfo and core file collection

**Explanation** Sysmgr.proc process is waiting for the RP to signal the end of crashinfo or core file collection.

**Recommended Action** This is an informational message only. No action is required.

## SYSTEM\_BUS\_ASIC Messages

This section contains System Bus Translator ASIC messages.

### SYSTEM\_BUS\_ASIC-3

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_FATAL: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected interrupt condition. This message indicates a hardware failure or malfunction. The system will reload to fix the problem.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_RECOVERY: SYSTEM BUS ASIC [dec]: recoverable interrupt [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected interrupt condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_RESET: SYSTEM BUS ASIC [dec]: was reset

**Explanation** The System Bus Translator ASIC was reset as part of the system recovery sequence.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_STATS\_RECOVERY: SYSTEM BUS ASIC [dec]: Recoverable Interrupt warning [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected condition in the statistics collection module.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_WARN: SYSTEM BUS ASIC [dec]: Non-fatal Interrupt warning [chars]

**Explanation** The System Bus Translator ASIC detected an unexpected nonfatal condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-INTR\_WARN\_TYPE2: SYSTEM BUS ASIC [dec]: Non-fatal interrupt Warning [chars] error code [dec]

**Explanation** The System Bus Translator ASIC detected an unexpected nonfatal condition.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-KUMA\_INTR\_THROTTLED: SYSTEM BUS ASIC %d: Kuma interrupts throttled

**Explanation** The system bus translator ASIC detected too many interrupts. To avoid performance degradation, the system has temporarily masked interrupts.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_BUS\_ASIC-3-KUMA\_INTR\_UNTHROTTLED: SYSTEM BUS ASIC %d: Kuma interrupts unthrottled

**Explanation** The system has unmasked the interrupts that were masked temporarily.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## SYSTEM\_CONTROLLER Messages

This section contains system controller messages.

### SYSTEM\_CONTROLLER-3

**Error Message** %SYSTEM\_CONTROLLER-3-COR\_MEM\_ERR: Correctable DRAM memory error. Count [dec], log [hex]

**Explanation** A transient DRAM memory error was detected and corrected.

**Recommended Action** If the error message appears infrequently, no action is required. If the message recurs, reseal the SDRAM SIMM on the supervisor engine. If errors persist, replace the SIMM. If the errors continue after the SIMM is replaced, the supervisor engine may need to be replaced.

**Error Message** %SYSTEM\_CONTROLLER-3-ERROR: Error condition detected: [chars]

**Explanation** The most common errors from the Mistral ASIC on the MSFC are TM\_DATA\_PARITY\_ERROR, SYSDRAM\_PARITY\_ERROR, SYSAD\_PARITY\_ERROR, and TM\_NPP\_PARITY\_ERROR. Possible causes of these parity errors are random static discharge or other external factors.

**Recommended Action** If the error message appears only once (or rarely), monitor the system log to determine whether the error message was an isolated incident. If the message recurs, check the environmental conditions for problems such as power brownouts, static discharges, or strong EMI fields. If these environmental conditions are within normal ranges and the error continues to appear, the supervisor engine may need to be replaced.

**Error Message** %SYSTEM\_CONTROLLER-3-EXCESSIVE\_RESET: System Controller is getting reset so frequently

**Explanation** The MISTRAL ASIC is being reset frequently. The usual cause is an improperly seated module or another hardware condition.

**Recommended Action** Power down and reseat the module. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_CONTROLLER-3-INVALID\_EARL\_HANDLER: EARL interrupt handler is not valid

**Explanation** The EARL interrupt handler is not valid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %SYSTEM\_CONTROLLER-3-MISTRAL\_RESET: System Controller is reset:Normal Operation continues

**Explanation** The system controller is being reset. Operation will continue, but the message rate will be limited.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# TAC Messages

This section contains TACACS system messages.

## TAC-3

**Error Message** %TAC-3-SERVCONF: Server config failure: [chars]

**Explanation** The server configuration failed.

**Recommended Action** Please configure the server properly.

**Error Message** %TAC-3-SERVINT: [chars]

**Explanation** This is an internal software error.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %TAC-3-SERVNO: Server [chars] is not configured

**Explanation** The server is not configured.

**Recommended Action** Please configure a server before un-configuring it.

**Error Message** %TAC-3-XTACACL: %s: accesslist 0x%x out of range for %s

**Explanation** The TACACS facility created a message that contains an accesslist which is not a valid accesslist (out of bounds).

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

## TAC-4

**Error Message** %TAC-4-NOTIMEOUT: Warning: This command has been deprecated in favor of the line-command timeout login response

**Explanation** This command is deprecated, and should no longer be used. Instead, the line-command **timeout login response** now provides this functionality

**Recommended Action** Use the line-command **timeout user-response**

**Error Message** %TAC-4-SERVREFNAME: Warning: Server [chars] is still referenced by server group.

**Explanation** The server being removed is still referenced by a server group.

**Recommended Action** Please dereference the server from the server group as soon as possible.

**Error Message** %TAC-4-UNEXREP: Reply for non-existent request, %d on queue

**Explanation** The TACACS facility received a message it was not expecting. This may occur when a TACACS server sends duplicate responses or when it responds to a request that has already timed out. It also may be due to an internal software problem.

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

## TAC-6

**Error Message** %TAC-6-SENDTMO: Send type %d to %i timed out

**Explanation** A background TACACS notification (enabled with the command tacacs notify) was not acknowledged by the TACACS server processor within the timeout period (5 minutes). The information contained in that notification was lost. This loss of information may interfere with accounting or auditing on the server. This condition arises when the TACACS server is misconfigured, crashed, or became unreachable via the network.

**Recommended Action** Check the TACACS server and the network attached to it.

**Error Message** %TAC-6-SENDTMO: Send type %d to %i timed out

**Explanation** A background TACACS notification (enabled with the command tacacs notify) was not acknowledged by the TACACS server processor within the timeout period (5 minutes). The information contained in that notification was lost. This loss of information may interfere with accounting or auditing on the server. This condition arises when the TACACS server is misconfigured, crashed, or became unreachable via the network.

**Recommended Action** Check the TACACS server and the network attached to it.

**Error Message** %TAC-6-SERVDEP: tacacs-server host CLI will be deprecated soon. Please move to tacacs server CLI

**Explanation** Migration from tacacs-server host CLI to tacacs server CLI.

**Recommended Action** Please try to use the new CLI.

## TAGCON-3

**Error Message** %TAGCON-3-UNAVAILABLE: %i/%i, %s

**Explanation** A problem was encountered in clean up following termination of a Tag Distribution Protocol (TDP) session.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: %i/%i; %s

**Explanation** An operation on the TDP Directed Adjacency data structure failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: %s

**Explanation** An action attempted by the Tag Control process encountered an unexpected condition.

**Recommended Action** Copy the message exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: %s sort bad; item %d

**Explanation** EXPLANATION\_ADDR\_TBL\_TAGCON

**Recommended Action** ACTION\_TOGGLE\_TAG\_IP\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Can't alloc work item for %s

**Explanation** Internally when a process, such as the TDP process, must request the tag distribution and control process take some action, it queues a work item for the tag distribution and control process. This message is generated when an attempt to queue work for the tag distribution and control process fails. The failure can occur if the system is unable to allocate memory to hold the work request, or if the process has stopped processing requests on its work queue.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Cannot alloc %s

**Explanation** An attempt to allocate a label switching data structure failed because of a low memory condition.

**Recommended Action** ACTION\_STD\_LOW\_MEMORY\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Cannot allocate local tag

**Explanation** An attempt to allocate a local (incoming) tag failed. This should happen only if the system has allocated all available local tags.

**Recommended Action** The number of tags available for allocation can be changed by the **tag-switching tag-range ...** configuration command. Consult with your technical service representative to determine whether you should use this command to increase the number of available tags.

**Error Message** %TAGCON-3-UNAVAILABLE: Duplicate Address %i advertised by peer %s is already bound to %s

**Explanation** An address message advertisement is received from TDP/LDP peer. The address is rejected as it has already been advertised by another peer. This implies that the rejected IP address has been configured on both peers by mistake

**Recommended Action** Correct the configuration by changing the IP address on one of the peers.

**Error Message** %TAGCON-3-UNAVAILABLE: Platform specified information for label region %s is invalid.

**Explanation** A platform service routine provides label region information about all label regions it supports. This error message is printed when the service routine does not specify its label region information correctly.

**Recommended Action** Report this condition to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: TDP peer %i(%s): %s

**Explanation** An operation involving the state machine for a TDP peer failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: TIB walk failed (%s)

**Explanation** Some Tag Information Base (TIB) maintenance operations involve a complete scan (walk) of the TIB radix tree data structure. This message is generated when a TIB walk encounters an unexpected failure.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Tag Local Address Table revision number wrapped

**Explanation** The revision number used to manage advertisement of interface addresses to TDP peers overflowed. This will result in faulty advertisement of interface addresses to TDP peers and faulty tag switching on those peers.

**Recommended Action** To restore proper interface address advertisement reboot the platform. Report this condition to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: Unexpected blist\_type (%d) for %s PIE from peer %s

**Explanation** A TDP protocol information element (PIE) received from a TDP peer contained an unexpected binding list type. The PIE will be ignored.

**Recommended Action** ACTION\_IGNORE\_PIE\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: Unexpected event; state=%s, event=%s

**Explanation** An operation on the state machine for the tag distribution and control process failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: peer %s, TDP Id/Addr mapping problem (%s)

**Explanation** EXPLANATION\_ADDR\_TBL\_TAGCON

**Recommended Action** ACTION\_TOGGLE\_TAG\_IP\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: peer %s; %s not implemented

**Explanation** A tag distribution protocol (TDP) peer has requested an action which is not currently implemented by the tag distribution and control subsystem.

**Recommended Action** The request will be ignored. If it repeatedly occurs, copy the message exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-3-UNAVAILABLE: process cannot initialize

**Explanation** The tag distribution and control process failed to initialize itself. The probable cause is insufficient memory.

**Recommended Action** ACTION\_STD\_LOW\_MEMORY\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: process not created

**Explanation** An attempt to create the tag distribution and control process failed. The probable cause is insufficient memory.

**Recommended Action** ACTION\_STD\_LOW\_MEMORY\_TAGCON

**Error Message** %TAGCON-3-UNAVAILABLE: unexpected error %d; peer %s; %s

**Explanation** An unexpected failure occurred while building a TDP protocol information element (PIE) for transmission to a TDP peer. It occurred when attempting to add a tag binding or an address to the PIE.

**Recommended Action** ACTION\_COPY\_REPORT\_TAGCON

## TAGCON-4

**Error Message** %TAGCON-4-UNAVAILABLE: Adjusting configured label range to default range

**Explanation** The saved configuration has been ignored and the default label range is being used.

**Recommended Action** Please reconfigure the label range to a valid range using **mpls label range ...** configuration command.

**Error Message** %TAGCON-4-UNAVAILABLE: Can't alloc work item for %i

**Explanation** When a new IP address for a TDP peer is learned, it may be necessary to update the Tag Forwarding Information Base (TFIB) for any routes for which the new address is a next hop. Deciding whether it is necessary to update the TFIB is the responsibility of an 'address process'. This message is generated when an attempt to queue work for the address process fails.

**Recommended Action** This is an informational message. The system remembers that it needs to do this work and will regularly attempt to queue the necessary work item. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-4-UNAVAILABLE: Can't create tagcon addr proc

**Explanation** When a new IP address for a TDP peer is learned, it may be necessary to update the Tag Forwarding Information Base (TFIB) for any routes for which the new address is a next hop. Deciding whether it is necessary to update the TFIB is the responsibility of an 'address process'. This message is generated when an attempt to create the address process fails.

**Recommended Action** This is an informational message. As long as it needs the process, the system will regularly attempt to create it. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TAGCON-4-UNAVAILABLE: Failure to initialize tag allocation pool %d

**Explanation** The system was unable to initialize the data structure used to support allocation of tags for tag switching for the specified tag pool.

**Recommended Action** The system proceeds by ignoring the event. However, since the system will not be able to allocate tags from the tag pool, it will not advertise them to peers and, therefore, will not be able to forward tagged packets it receives (because it advertises no tags, it should not receive any tagged packets). Copy the message exactly as it appears and report it along with the startup and running configuration to your technical service representative.

## TAGCON-5

**Error Message** %TAGCON-5-UNAVAILABLE: cannot queue TDP %s pie for %i(%s)

**Explanation** An attempt to queue a TDP PIE (protocol information element) for transmission to a TDP peer failed.

**Recommended Action** This is an informational message. Failure to queue a PIE for a peer should occur only when the TDP session with the peer no longer exists. The software should recover from this situation by discarding the TDP session and trying to establish a new one. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

## TAR\_FS Messages

This section contains tar file system messages.

### TAR\_FS-3

**Error Message** %TAR\_FS-3-IMAGE\_FILE\_INVALID: [chars] file not found in archive

**Explanation** The tar file system could not locate the relevant tar element inside the archive.

**Recommended Action** Check whether the archive is complete and not corrupted, or if it is the wrong format. If the problem can be recreated with **debug ifs file** turned on, you can more quickly identify the problem. Save the output of the **archive tar /table archive-name** command if it is a pure tar archive, or the **show image contents file archive-name** command if the archive is a system image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TBRIDGE-4

**Error Message** %TBRIDGE-4-UNAVAILABLE: %s received on %s - invalid media for transparent bridging

**Explanation** Transparent bridging was configured on an interface that does not support it.

**Recommended Action** Remove transparent bridging from the configuration on the specified interface.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Destination VC unknown for packet

**Explanation** A transparently bridged packet destined for an ATM interface cannot be fully addressed.

**Recommended Action** Clear the bridge table to force re-learning of all addresses.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Giant received on %s, %d exceeds %d DA %e SA %e [0x%08x]

**Explanation** A packet was received that exceeds the expected maximum transmission unit (MTU) length for the receiving interface. The first four bytes of the packet following the source address are also provided to assist diagnosis.

**Recommended Action** Use the address and packet information provided to trace the source of these packets and reduce its MTU to conform to the standard for the given media.

**Error Message** %TBRIDGE-4-UNAVAILABLE: MAC-address table size limit (%lu entries) reached

**Explanation** The total number of bridge MAC-address table entries (across all bridge groups) has reached the configured maximum limit.

**Recommended Action** Check the bridge tables to determine the origin of the bridge MAC-address table entries. Check the network configuration and ensure that the entries are as expected. Use the `bridge mac-address-table limit` configuration command to either increase the maximum limit or to disable limit-checking altogether.

**Error Message** %TBRIDGE-4-UNAVAILABLE: No VC's configured for bridging on %s

**Explanation** An ATM interface was configured for transparent bridging without also specifying the associated virtual circuits.

**Recommended Action** Configure the required virtual circuits on the specified interface.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Subscriber SA %e moved or loop between circuits %d and %d

**Explanation** A subscriber bridged packet dropped because potential circuit loop or roaming host at subscriber end of network.

**Recommended Action** Clear bridge table. If problem persists it is not a roaming host, but a loop between virtual circuits at subscriber end of network. Take looping virtual circuits out of service and/or shut the software interface they are on while subscriber is contacted to remove loop condition at subscriber end of network.

**Error Message** %TBRIDGE-4-UNAVAILABLE: Unexpected encapsulation received on %s %s

**Explanation** The transparent bridging driver received a packet with unrecognizable encapsulation. The packet had to be discarded.

**Recommended Action** This could indicate a network media error or that a protocol which is newer than this version of the Cisco IOS software is being used. If it is believed that the dropped packets are of a real protocol, upgrade to a new version of the software which handles it.

**Error Message** %TBRIDGE-4-UNAVAILABLE: XMACACCESS: Invalid extended access list %d

**Explanation** This is a configuration problem. The specified extended access list either does not exist or contains an error.

**Recommended Action** Correct the configuration problem.

**Error Message** %TBRIDGE-4-UNAVAILABLE: invalid action found for %e on %s - %08x

**Explanation** A software or hardware error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## TCAM\_MGR Messages

This section contains TCAM manager messages.

### TCAM\_MGR-3

**Error Message** %TCAM\_MGR-3-BAD\_FIRST\_DYN\_REGION: [dec]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-BAD\_LAST\_DYN\_REGION: [dec]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-INTERNAL\_ERROR: [chars], [chars], [dec]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-INVALID\_OPERATION: [chars], [dec]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-INVALID\_REG\_TYPE: [chars], [dec]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-MALLOC\_FAIL: [chars], [chars]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-OP\_FAIL: [chars] failed for application [chars], application entry [hex] with [chars] error

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAM\_MGR-3-UNUSUAL\_BUG\_WARNING: [chars] mbu [hex] free\_array\_index [dec] region\_id [dec]

**Explanation** A TCAM error was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCAMMGR Messages

This section contains TCAM manager messages.

### TCAMMGR-3

**Error Message** %TCAMMGR-3-GROW\_ERROR: cam region [dec] can not grow

**Explanation** This CAM region is configured as a static region with a fixed number of entries, and a call was requested to add more CAM entries to the specified region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAMMGR-3-HANDLE\_ERROR: cam handle [hex] is invalid

**Explanation** The CAM handle that was used by the caller is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAMMGR-3-INDEX\_ERROR: cam value/mask index [dec] is invalid

**Explanation** The CAM index that was used by the caller is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAMMGR-3-MOVE\_ERROR: cam entry move from index [int] to index [int] failed

**Explanation** A move operation for a CAM entry from one index to another has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAMMGR-3-REGION\_ERROR: cam region [dec] is invalid

**Explanation** The CAM region is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCAMGR-3-REGMASK\_ERROR: invalid cam region [dec] mask [dec] pair

**Explanation** Only a predetermined set of masks are allowed in a region. The caller requested to install an entry in the specified region that contained an invalid mask for that region.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCATM Messages

This section contains ATM tag distribution and control messages.

### TCATM-3

**Error Message** %TCATM-3-INTERNAL: [chars]

**Explanation** An operation that is required for proper operation of the TCATM has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCP Messages

This section contains Transmission Control Protocol (TCP) messages.

## TCP-2

**Error Message** %TCP-2-UNAVAILABLE: %s called but TCP not initialized

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy the message exactly as it appears and contact your technical support.

**Error Message** %TCP-2-UNAVAILABLE: Bad TCB refcount: TCB 0x%x, refcnt %d

**Explanation** An internal software error occurred

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Callback failed to accept connection from %s(%d) to %s(%d) -- discarding

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Invalid TCB encaps pointer: 0x%x

**Explanation** An invalid TCP ENCAPS is used.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Invalid TCB pointer: 0x%x

**Explanation** An invalid TCB is used.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Multiple entry for packet %x

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

**Error Message** %TCP-2-UNAVAILABLE: Tty%t, buffering bug

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %TCP-2-UNAVAILABLE: Tty%t, tcp\_putbyte() with blocking disabled

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, contact your technical support representative.

**Error Message** %TCP-2-UNAVAILABLE: Tty%t, tcp\_putbyte() write disabled

**Explanation** TCP received a packet from a user application after the connection was already halfclosed.

**Recommended Action** Determine which TCP application is still sending after the connection was halfclosed.

**Error Message** %TCP-2-UNAVAILABLE: Tty%t: Bad refcnt for packet 0x%x during retransmit, %s(%d) to %s(%d), state %d

**Explanation** An internal software error occurred.

**Recommended Action** If this message recurs, copy it down exactly as it appears and contact your technical support representative for assistance.

## TCP-3

**Error Message** %TCP-3-BADMSS: Incorrect mss [dec] observed

**Explanation** The maximum segment size is incorrect. TCP cannot guarantee further reliable operation for this connection.

**Recommended Action** Check the MTU for the interface and increase it as required. If, after adjusting the MTU, this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-CHKPT\_INIT: TCP failed to initialize checkpoint storage: %s

**Explanation** The TCP process failed to initialize checkpoint storage for ports.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_DUMP\_DEB: netdump\_print\_context failed, %d

**Explanation** Netdump print failed while dumping a process debug context.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_MD5\_INVALID: MD5 validation failed, incoming packet src: %s:%d, dst: %s:%d

**Explanation** MD5 validation failed on an incoming packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_MD5\_WRITE: MD5 option write failed, dst: %s:%d

**Explanation** The TCP process failed to write an MD5 option.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_NETWORK\_INIT: TCP failed to connect with network layer: %s, error %s

**Explanation** TCP initialization with the network layer failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_OUT\_BUFF: ran out of buffer with %ld bytes %s to send

**Explanation** TCP ran out of buffer space while copying segment data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_PAK\_FSV: %s

**Explanation** An FSV operation failed on the packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_PAK\_DISCARD: %s: %s, <%s:%d> -> <%s:%d>

**Explanation** Packet information from a discarded packet is displayed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_PCB\_VECTOR: ip\_pcb\_get\_family\_vector failed, %d

**Explanation** The TCP process failed to get a pointer to the PCB family vector.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-ERR\_SET\_APP\_LEN: %s: set\_Application\_length failed: %s

**Explanation** The TCP process failed to set an application buffer for the segment.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-FORKFAIL: Failed to start a process to negotiate options.

**Explanation** The system failed to create a process to handle requests from a client. This condition could be caused by insufficient memory.

**Recommended Action** Reduce other system activity to ease memory demands.

**Error Message** %TCP-3-SOCKET\_RESMGR\_ATTACH: Failed to setup the transport as a resource manager: %s

**Explanation** The TCP process failed to advertise itself to the system as a resource manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-3-TRACE\_ERR: %s error (%d). Premature trace termination for control block 0x%p

**Explanation** A trace terminated prematurely.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCP-4

**Error Message** %TCP-4-ERR\_PAK\_CLIENT: %s, res %d

**Explanation** A packet client operation failed in TCP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-4-WARNING\_DEBUG: %s

**Explanation** TCP failed to open the console device for debug.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCP-6

**Error Message** %TCP-6-INFO\_RCV\_SIG: recieved signal %d

**Explanation** The TCP process received a signal.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TCP-6-MD5NOSPACE: Insufficient space for MD5 option

**Explanation** There was insufficient space for the MD5 option. This condition should not occur, because the MD5 option, when requested, is required and is given preference over other TCP options.

**Recommended Action** Unconfigure other TCP options, if any, in an attempt to create space for the MD5 option. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TCP-7

**Error Message** %TCP-7-ERR\_TCP\_INIT: TCP failed to initialize: %s, error %s

**Explanation** TCP initialization failed.

**Error Message** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the  
%TDM-1-UNAVAILABLE: Motherboard TDM init failure: stream %d, channel %d, channel register 0x%x, control register 0x%x.

**Explanation** A TDM port on the system motherboard failed to be initialized. The error message specifies which port. This is possibly due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TDM-1

**Error Message** %TDM-1-UNAVAILABLE: Slot %d TDM init failure: stream %d, channel %d, channel register 0x%x, control register 0x%x.

**Explanation** A TDM port failed to be initialized. The error message specifies which port. This is possibly due to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Recommended Action** following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TDM-3

**Error Message** %TDM-3-UNAVAILABLE: Slot %d bad board ID 0x%x detected.

**Explanation** The specified board returned an ID that was not recognized by the operating system. This could be due to a hardware failure reporting an incorrect ID or because this software predates the hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TDM-4

**Error Message** %TDM-4-UNAVAILABLE: Bad connection requested: slot %d, stream %d, channel %d to slot %d, stream %d, channel %d.

**Explanation** The TDM cross-connect that was requested was not possible. This is probably because one of the devices either does not exist or is not properly configured for TDM.

**Recommended Action** Check the command for errors and the ports for correct configuration before trying again. Note that the ype option of the dm-group command only applies if the mode cas command is enabled. If configuring cross-connect pass-through from UIO serial port 0 or 1 to a controller, the encapsulation clear-channel command must be configured on the serial port.

## TDM\_CLOCK\_SYNCHRONIZATION-4

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock %s lost lock - clock source failed.

**Explanation** The clock source has failed.

**Recommended Action** If alternate source is available, it will be used.

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock source transitioned from Priority %d %s %s to Priority %d %s %s

**Explanation** This warning message indicates a change in the clock source.

**Recommended Action** No action required.

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock state change, state: %s

**Explanation** This debug message indicates a clock state change

**Recommended Action** No action required.

**Error Message** %TDM\_CLOCK\_SYNCHRONIZATION-4-UNAVAILABLE: TDM frame clock state error, state: %s event: %s

**Explanation** This warning message indicates a invalid clock event

**Recommended Action** No action required.

## TDP-3

**Error Message** %TDP-3-UNAVAILABLE: %s

**Explanation** An action attempted by the Tag Distribution Protocol (TDP) encountered an unexpected condition.

**Recommended Action** ACTION\_COPY\_REPORT\_TDP

**Error Message** %TDP-3-UNAVAILABLE: %s

**Explanation** An action attempted by the Tag Distribution Protocol (TDP) implementation failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TDP

**Error Message** %TDP-3-UNAVAILABLE: Can't alloc KA PIE

**Explanation** An attempt to allocate a buffer for Tag Distribution Protocol (TDP) Keep Alive protocol information element (PIE) has failed.

**Recommended Action** The system will continue by omitting transmission of the TDP Keep Alive PIE. This may result in termination of one or more TDP sessions as the peers time out the sessions. If this message persists, reduce other system activity if possible, and call your technical service representative for assistance.

**Error Message** %TDP-3-UNAVAILABLE: Interface %s, Bad VPI/VCI range. Can't start a TDP session

**Explanation** The VPI range exchanged between the Tag Distribution Protocol (TDP) peers is non-overlapping.

**Recommended Action** The system will not be able to create a TDP session between the affected TDP peers. Re-issue the **tag-switching vpi** command on the appropriate interface with the correct VPI range.

**Error Message** %TDP-3-UNAVAILABLE: Interface %s, Resource failure. Can't start a TDP session

**Explanation** An attempt to allocate a buffer for Tag Distribution Protocol (TDP) TAGATM VPI/VCI ranges has failed.

**Recommended Action** The system will not be able to create a TDP session between the affected TDP peers. If this message persists, reduce other system activity if possible, and call your technical service representative for assistance.

**Error Message** %TDP-3-UNAVAILABLE: peer %s, read failure

**Explanation** An error occurred while attempting to read a TDP PDU received from a peer.

**Recommended Action** ACTION\_NEW\_SESSION\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; address len %d

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address with a bad length has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_REST\_OF\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; alist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an address list type that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; alist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown address list type has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; blist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a binding list type that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; blist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown binding list type has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; format error for pie type 0x%x

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) that is malformed has been received from a TDP peer.

**Recommended Action** ACTION\_NEW\_SESSION\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; mlist\_type %d; %s pie

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing an unknown metric list type or one that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; prefix len %d

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) containing a destination prefix with a bad length has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_REST\_OF\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; unexpected pie type 0x%x

**Explanation** A Tag Distribution Protocol (TDP) protocol information element (PIE) that is unexpected for the situation has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: peer %s; unknown pie type 0x%x

**Explanation** An unknown Tag Distribution Protocol (TDP) protocol information element (PIE) type has been received from a peer.

**Recommended Action** ACTION\_IGNORE\_PIE\_TDP

**Error Message** %TDP-3-UNAVAILABLE: unexpected event: peer %i(%s), state=%s, event=%s%s

**Explanation** An operation on the state machine for a TDP peer failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TDP.

## TDP-4

**Error Message** %TDP-4-UNAVAILABLE: Peer %s; %s

**Explanation** The session parameters proposed by an LDP peer differ from those preferred by the platform. The differences are not sufficient to prevent the LDP session from being established, but may have an impact on label distribution operation

**Recommended Action** If the parameters identified relate to the optional path vector-based loop detection mechanism, note that the IETF LDP specification recommends that when Loop Detection is enabled in a portion of a network, it is recommended that all LSRs in that portion of the network be configured with Loop Detection enabled and with the same path vector limit. If the parameters identified relate to some other aspect of the LDP session and the message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TDP-4-UNAVAILABLE: Peer = %s %s(%i%m) Maxhop=%d hopcount=%d %s

**Explanation** This message appears when signalling to establish an MPLS Label Switched Path (LSP), or Tag Switching Tag Switched Path, discovers a transient loop in the path to the LSP destination. Normally this is a transient condition.

**Recommended Action** ACTION\_LOOPING\_LSP

**Error Message** %TDP-4-UNAVAILABLE: Peer = %s %s(%i%m) hopcount=%d %s

**Explanation** This message appears when LDP loop detection is configured and signalling to establish an MPLS Label Switched Path (LSP) detects a transient loop in the path to the LSP destination. Normally this is a transient condition.

**Recommended Action** ACTION\_LOOPING\_LSP

**Error Message** %TDP-4-UNAVAILABLE: cannot set %s%s TDP ident

**Explanation** The Tag Distribution Protocol (TDP) requires each TDP instance have a TDP identifier. An attempt to set the TDP identifier for the shown VRF or TDP instance has failed.

**Recommended Action** This is an informational message. As long as it needs to set its chassis TDP identifier the system will periodically attempt to do so until it succeeds. If this message occurs repeatedly, copy it exactly as it appears and report it to your technical service representative.

**Error Message** %TDP-4-UNAVAILABLE: peer %s, %s

**Explanation** A violation of the TDP protocol by a TDP peer has been detected.

**Recommended Action** ACTION\_NEW\_SESSION\_TDP

## TDP-5

**Error Message** %TDP-5-UNAVAILABLE: %s

**Explanation** This is an informational message generated by the Tag Distribution Protocol (TDP) implementation.

**Recommended Action** No action is required.

**Error Message** %TDP-5-UNAVAILABLE: tag advertise-tags has no effect for tc-atm

**Explanation** EXPLANATION\_ACL\_TDP

**Recommended Action** No action is required.

## TEMUX84-3

**Error Message** %TEMUX84-3-UNAVAILABLE: temux84 Byte-Sync indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TEMUX84-3-UNAVAILABLE: temux84 RTTB indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TEMUX84-3-UNAVAILABLE: temux84 SBI indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TEMUX84-3-UNAVAILABLE: temux84 T1E1 indirect access failed, %s

**Explanation** hardware busy bit not cleared

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TEMUX84-3-UNAVAILABLE: temux84 T3E3 PMON update failed, %s

**Explanation** T3E3 PMON counter failed to latch

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TENGIGE\_LC Messages

This section contains 10-Gigabit Ethernet line card messages.

### TENGIGE\_LC-3

**Error Message** %TENGIGE\_LC-3-LASER\_TEMP\_ERR: Laser Temperature Alarm : [dec]/[dec]

**Explanation** A laser temperature alarm condition has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-3-MIB\_TENGIGE\_LASER\_FAILURE: Laser failure detected during soft-start procedures : [chars]

**Explanation** A laser failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-3-MIB\_TENGIGE\_LOSYNC\_ALM: Loss of Sync ; [chars]

**Explanation** The Gigabit Ethernet function lost its synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-3-TENGIGE\_LOSYNC\_ALM: [chars] side Loss of Sync lock: [chars]

**Explanation** The Gigabit Ethernet function lost its synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-3-TENGIGE\_LOSYNC\_ALM\_CLR: CLEARED : [chars] Loss of Sync lock: [chars]

**Explanation** The Gigabit Ethernet function lost its synchronization.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TENGIGE\_LC-6

**Error Message** %TENGIGE\_LC-6-LASER\_DISABLED: Laser disabled as per user configuration [[dec]/[dec]]

**Explanation** The laser has been disabled as specified by the user configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-6-LASER\_DISABLED\_BY\_HW: Laser disabled as per laser safety configuration [[dec]/[dec]]

**Explanation** The laser has been disabled as specified by the safety configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-6-MIB\_TENGIGE\_TRUNK\_LOSYNC\_PALM: Trunk side Loss of Sync Prealarm; [chars]

**Explanation** The trunk lost its synchronization while it was receiving data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TENGIGE\_LC-6-TENGIGE\_TRUNK\_RX\_LOSYNC\_PALM: Trunk side Loss of Sync lock Prealarm: [chars]

**Explanation** The trunk lost its synchronization while it was receiving data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TESTPA-3

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] analyze failed

**Explanation** The TestPA port adapter driver failed to successfully complete the necessary tasks for initial bring up of the port adapter. This is typically due to shortage of memory. Previous messages in the log will indicate the exact reason for the failure. The port adapter will be deactivated.

**Recommended Action** Verify that the port adapter is properly seated in the bay.

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] dma error: %s

**Explanation** A DMA failure occurred.

**Recommended Action** Verify that the port adapter is properly seated in the bay.

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] initialization failed: %s

**Explanation** The TestPA port adapter driver failed to successfully initialize the hardware on the TestPA port adapter. The port adapter will be deactivated.

**Recommended Action** Verify that the port adapter is properly seated in the bay.

**Error Message** %TESTPA-3-UNAVAILABLE: bay [%d] powered off

**Explanation** The port adapter has been powered off. Other messages in the log specify the cause of this event.

**Recommended Action** If possible, correct any errors indicated by the other messages occurring at the time of this message. If the error persists, verify that the port adapter is properly seated in the bay.

## TI1570-1

**Error Message** %TI1570-1-UNAVAILABLE: %s %s

**Explanation** The ATM Port Adapter failed to complete hardware initialization. Details of the failure are shown in the error message.

**Recommended Action** Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-1-UNAVAILABLE: %s for subunit %d in bay %d

**Explanation** The ATM Port Adapter failed to complete hardware initialization.

**Recommended Action** Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-1-UNAVAILABLE: Only %x bytes of memory available for %s

**Explanation** The port adaptor needs more PCI memory. The installed amount is less than required by the drivers for packet buffers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-1-UNAVAILABLE: PCI configuration for %s in slot %d

**Explanation** The ATM Port Adapter failed to complete hardware initialization.

**Recommended Action** Reset the adapter. This should not be a recurring condition. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-1-UNAVAILABLE: VIP only supports one PA-A1 ATM LITE PA. The other PA bay must be emptied in order for the PA-A1 ATM LITE PA to function.

**Explanation** The bandwidth requirements of the installed port adapters exceed the processor's rated capability.

**Recommended Action** Either remove one of the port adapters or upgrade the VIP.

## TI1570-3

**Error Message** %TI1570-3-UNAVAILABLE: %s block command (code %d) failed, error code %d

**Explanation** An internal hardware or software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: %s receive freeze %d

**Explanation** This message indicates excessive traffic congestion on the ATM interface may have resulted in cell loss. The PCI-ATM interface's cell buffers were full when a cell arrived on the interface, resulting in a receive freeze condition. A small number of freezes might not be a cause for concern.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: %s transmit freeze %d

**Explanation** This message indicates the PCI-ATM interface had to stop the transmitter while waiting for data. A small number of freezes might not be a cause for concern.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: %s tx buffer data start not aligned to 32 bit boundary, data block0x%08x, data start 0x%08x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The ATM-PCI Port Adapter driver found incorrect device ID's on the specified card. This could indicate either a hardware failure or that the software needs to be upgraded to recognize newer hardware.

**Recommended Action** Power down, reseal the interface card, and reboot. Or investigate if newer software is needed for your hardware. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: Bay %d device ID seen as %#x, expected %#x

**Explanation** The ATM-PCI port adapter driver could not recognize the interface chips.

**Recommended Action** Power down, reseal the interface card, and reboot. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: Found %d out of %d devices (ID %08X) in bay %d

**Explanation** The ATM-PCI Port Adapter software driver found fewer devices than it was configured to expect. This could mean that the missing one(s) failed to start and may have failed.

**Recommended Action** Try shutting off the power, re-seating the card, and rebooting. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: Interface %s, %s not supported

**Explanation** An attempt was made to configure a rate queue on an ATM Lite port adapter that does not support rate queues.

**Recommended Action** Check the configuration and try again, avoiding unsupported features.

**Error Message** %TI1570-3-UNAVAILABLE: Interface %s, Failed to down vc %d (Cause: %s)

**Explanation** An ATM virtual circuit could not be shut down for the reason shown in the error message. This probably indicates a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: Interface %s, Failed to setup vc %d (Cause: %s)

**Explanation** This probably indicates a hardware failure in the ATM-PCI Port Adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: RX DMA entry %#x not going inactive

**Explanation** A receive DMA channel failed to deactivate during shutdown of a virtual circuit. This failure could originate in hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI memory unavailable.

**Explanation** The system experience memory exhaustion in the PCI/packet memory. This is probably due to heavy traffic congestion but could also be a software error.

**Recommended Action** Review the configuration for performance bottlenecks. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI mini buffer unavailable.

**Explanation** An internal hardware or software error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: PCI parity error (0x%08x)

**Explanation** A parity error occurred on the PCI bus. This probably indicates an existing or developing hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: Receive Channel Halt

**Explanation** This probably indicates a hardware failure in the ATM-PCI Port Adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570 unit %d: SYSTEM memory unavailable.

**Explanation** Memory exhaustion has occurred in the ATM-PCI Port Adapter driver.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TI1570: received corrupted shadow particle pointer

**Explanation** The ATM-PCI Port Adapter driver experienced an internal error, probably due to software but possibly from a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TI1570-3-UNAVAILABLE: TX DMA not flushed

**Explanation** A transmit DMA channel failed to flush its buffers during shutdown of an ATM interface. This failure could originate in hardware or software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TI1570-5

**Error Message** %TI1570-5-UNAVAILABLE: ti1570\_vc\_setup failed. (vci %d of the last vpi %d exceeds (vc-per-vp - 3)).

**Explanation** The TI1570 chip reserves 3 RX DMA channels for OAM cells. As a result, the last 3 VCIs of the last VPI block cannot be used for regular traffic.

**Recommended Action** Avoid try different vci/vpi combinations.

## TI1570-7

**Error Message** %TI1570-7-UNAVAILABLE: TI1500 framer interrupt isr1 0x%02x, isr2 0x%02x, isr3 0x%02x

**Explanation** This is an informational/debugging message indicating that the ATM-PCI Port Adapter driver received and handled a framer interrupt

**Recommended Action** LOG\_STD\_NO\_ACTION.

## TIB-3

**Error Message** %TIB-3-UNAVAILABLE: %i/%i, %s; unexpected tag state=%d

**Explanation** An operation on the Tag Information Base (TIB) involving a locally assigned (incoming) tag failed.

**Recommended Action** ACTION\_OMIT\_OPER\_TIB

**Error Message** %TIB-3-UNAVAILABLE: %i/%i, peer %s; tag %d; %s

**Explanation** An operation on the Tag Information Base (TIB) involving a tag assigned by a TDP peer failed.

**Recommended Action** ACTION\_OMIT\_OPER\_TIB

**Error Message** %TIB-3-UNAVAILABLE: %i/%i; %s

**Explanation** An operation on the Tag Information Base (TIB) data structure failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TIB

**Error Message** %TIB-3-UNAVAILABLE: %s

**Explanation** An action attempted by the Tag Information Base (TIB) implementation failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TIB

**Error Message** %TIB-3-UNAVAILABLE: Cannot allocate TIB

**Explanation** During initialization for tag switching an attempt to initialize the Tag Information Base (TIB) failed. A probable cause is insufficient memory

**Recommended Action** ACTION\_COPY\_REPORT\_TIB

**Error Message** %TIB-3-UNAVAILABLE: TIB revision number wrapped; toggling dynamic tag switching off and on to recover.

**Explanation** The TIB revision number used to manage advertisement of tags to TDP peers overflowed. This will result in faulty tag distribution to TDP peers. The system recovers by toggling dynamic tag switching off and on, which forces the revision number to be re-initialized.

**Recommended Action** None required.

**Error Message** %TIB-3-UNAVAILABLE: Unexpected event; state=%s, event=%s

**Explanation** An operation on the Tag Information Base (TIB) state machine failed.

**Recommended Action** ACTION\_COPY\_REPORT\_TIB.

## TIB-5

**Error Message** %TIB-5-UNAVAILABLE: %i/%i, peer %s; tag %d; Unexpected LDP label release; %s

**Explanation** An operation on the Tag Information Base (TIB) involving a tag assigned by a TDP peer failed.

**Recommended Action** This is an informational message. The system proceeds by omitting the tag operation. This will not result in impaired or faulty behavior for tagged packets for this destination.

**Error Message** %TIB-5-UNAVAILABLE: %i/%i, tag %d; Withdrawn tag record has timed out.

**Explanation** Record associated with a withdrawn label has timed out before receiving acknowledgements from all peers.

**Recommended Action** This is an informational message. This will not have any operational impact. The system will ignore any subsequently received release messages associated with the label.

## TID\_HA Messages

This section contains table ID high availability (HA) messages.

### TID\_HA-3

**Error Message** %TID\_HA-3-ISSUERR: [chars] [chars]

**Explanation** An error occurred during an in-service software upgrade (ISSU) versioning operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-ISSUERRCF: [chars] checkpoint code [dec]

**Explanation** An error occurred during an ISSU versioning operation due to an error in the checkpoint facility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-RXFAIL1: [chars]

**Explanation** An error occurred while receiving a table ID synchronization message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-RXFAIL2: [chars], type [dec], version [dec], flags [hex]

**Explanation** An error occurred while receiving a table ID synchronization message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %TID\_HA-3-RXFAIL3: [chars] type [dec], version [dec], flags [hex], application [dec], action [dec], tableid [dec], name [chars]

**Explanation** An error occurred while receiving a table ID synchronization message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-SYNCFAIL: [chars]

**Explanation** Internal table ID information may have not been synchronized to the standby unit correctly.

**Recommended Action** Reload the standby unit. If the error condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-SYNCFAILCF: [chars] checkpoint code [dec]

**Explanation** Internal table ID information may have not been synchronized to the standby unit correctly due to an error in the checkpoint facility.

**Recommended Action** Reload the standby unit. If the error condition persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-TXFAIL: [chars], name [chars] tableid [dec] action [dec]

**Explanation** An error occurred while sending the internal table ID information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TID\_HA-3-TXFAILCF: [chars], name [chars], tableid [dec], action [dec], checkpoint code [dec]

**Explanation** Failed to send internal table ID information due to an error in the checkpoint facility.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TLV-3

**Error Message** %TLV-3-UNAVAILABLE: Reading data type %d

**Explanation** An expected field in the TLV buffer was either missing or malformed

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TLV-3-UNAVAILABLE: Unable to write type %d

**Explanation** An attempt to update a TLV entry failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TMCIPC-4

**Error Message** %TMCIPC-4-UNAVAILABLE: Received a duplicated IPC record for %s with seq #:%d.

**Explanation** The sequence # on received record is the same as the previous received IPC msg.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TMQ-3

**Error Message** %TMQ-3-UNAVAILABLE: TMQ, Attempt to delete entry not in queue

**Explanation** An attempt was made to delete an entry not in the queue.

**Recommended Action** Advisory message only. No action required.

## TIDP Messages

This section contains Threat Information Distribution Protocol (TIDP) messages.

## TIDP-3

**Error Message** %TIDP-3-RESTART: Restarting TIDP due to unexpected error

**Explanation** An unexpected error has occurred in the Threat Information Distribution Protocol (TIDP) process. TIDP has been restarted in an attempt to restore operation.

**Recommended Action** Enter the **debug tidp errors** and **debug tidp events** commands to gather data that may help identify the nature of the error. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TIDP-4

**Error Message** %TIDP-4-AUTHFAIL: Message from %s, %i failed authentication

**Explanation** The signature of a received message failed authentication. The message has been dropped.

**Recommended Action** Check the local and peer configurations to make sure that compatible authentication key sets are used.

**Error Message** %TIDP-4-REPLAYMSG: Unexpected message from %s, %i received

**Explanation** A message with a sequence number outside of the acceptable range was received and has been dropped. The message might be a replay message and might indicate an intrusion attack.

**Recommended Action** Verify that the peer's hardware and configuration has not been altered. Verify connectivity to the peer.

**Error Message** %TIDP-4-SRCCHANGED: Address changed was being used by TIDP

**Explanation** An interface IP address was changed, but the former address was being used as the Threat Information Distribution Protocol (TIDP) source address. TIDP cannot operate properly if the address is not local.

**Recommended Action** Restore the original IP address to the original interface or to a new interface, or change the TIDP source address.

## TIDP-5

**Error Message** %TIDP-5-BADMSG: Message from %s, %i failed validation

**Explanation** A message has failed basic header and range check validation. The message has been dropped.

**Recommended Action** Check the local and peer configurations to make sure that compatible versions of TIDP and encryption keys are used.

**Error Message** %TIDP-5-OVERSIZE: Oversized message received from %s, %i

**Explanation** A larger than expected message was received and has been dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TIDP-5-PEERSRCCHANGED: TIDP source address of the connection to peer %i is changed

**Explanation** The Threat Information Distribution Protocol (TIDP) source address changed. The change might be caused by DHCP renewal or by the user manually changing the IP address at the interface.

**Recommended Action** No action is required.

**Error Message** %TIDP-5-REGFAIL: Failed to register to peer %s, %i, group %u

**Explanation** Attempts to register with the specified peer have failed. Another attempt will be made after the configured maximum retry interval.

**Recommended Action** Verify connectivity to the peer and make sure that the configuration between peers is compatible.

## TIDP-6

**Error Message** %TIDP-6-DUPLICATE: Duplicate message from %s, %i received

**Explanation** A message was received that had the same sequence number as a previously received message. The message has been dropped.

**Recommended Action** No action is required.

# TINY\_FRAG\_POLICER Messages

This section contains tiny fragment policer messages.

## TINY\_FRAG\_POLICER-6

**Error Message** %TINY\_FRAG\_POLICER-6-AGGREGATE\_THRESHOLD\_EXCEEDED: [dec] bps: it is recommended to reduce the hi threshold value

**Explanation** The fragment offset == 1 (fo1) packets aggregate threshold has exceeded the acceptable value.

**Recommended Action** Reduce the interface high-threshold values.

**Error Message** %TINY\_FRAG\_POLICER-6-HI\_THRESHOLD\_EXCEEDED: [dec] bps: installing rate limiter for vlan [int] on interface [chars]

**Explanation** The fragment offset == 1 (fo1) packets high threshold has exceeded the acceptable value.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TINY\_FRAG\_POLICER-6-RATELIMITER\_FAILED: could not [chars]install rate limiter for vlan [int] interface [chars]

**Explanation** The fragment offset == 1 (fo1) rate installer failed due to resource issues.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TINY\_FRAG\_POLICER-6-RATELIMITER\_REMOVED: removing rate limiter for vlan [int] from interface [chars]

**Explanation** The fragment offset == 1 (fo1) packets dropped below the low threshold.

**Recommended Action** This is an informational message only. No action is required.

# TMS Messages

This section contains Threat Management Service (TMS) messages.

## TMS-2

**Error Message** %TMS-2-PROCESS\_ERR: Router could not create a TMS controller process

**Explanation** The router was unable to create a TIDP-based Mitigation Services (TMS) controller process.

**Recommended Action** Reload the device.

## TMS-4

**Error Message** %TMS-4-UNAVAILABLE: %s | Group=%u | %s Type=%d | Flags=%d

**Explanation** This message informs that the controller has received an invalid or unexpected packet from the consumer

**Recommended Action** Check the specified consumer for the TMS protocol operation

**Error Message** %TMS-4-UNAVAILABLE: An unknown Timer operational error occurred

**Explanation** The TMS process cannot operate due to an internal system error.

**Recommended Action** Reload the device

**Error Message** %TMS-4-UNAVAILABLE: An unknown operational error occurred.

**Explanation** The EOU process cannot operate due to an internal system error.

**Recommended Action** Reload the device

**Error Message** %TMS-4-UNAVAILABLE: PROCESS=%s | ACTION=%s.

**Explanation** This message indicates that the specified process is stopped.

**Recommended Action** Reload the device

**Error Message** %TMS-4-UNAVAILABLE: UNKNOWN Event for Event=%d.

**Explanation** This is an unknown message for the TMS controller process.

**Recommended Action** File a ddts with Cisco

**Error Message** %TMS-4-UNAVAILABLE: Unknown message event received

**Explanation** The TMS process received an unknown message event.

**Recommended Action** If this message recurs, reload the device.

## TMS-6

**Error Message** %TMS-6-UNAVAILABLE: %s

**Explanation** This messages informs that the consumer has cleared all the stats.

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s

**Explanation** This messages informs that the tms consumer is configured or unconfigured

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u| %s Action=%s | Start TID=%d | End TID=%d

**Explanation** This message informs that the controller has sent a reset request for an action to a specific consumer or a group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u| %s Start TID=%d | End TID=%d

**Explanation** This message informs that the controller has sent a status request to a specific consumer or a group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u| %s Status=%s

**Explanation** This messages informs that a consumer is registered or deregistered on the specified group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u| %s Status=%s

**Explanation** This messages informs that a group is configured or unconfigured on on the specified host

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s TID=%d

**Explanation** This message informs that the controller has sent a threat message to a specific consumer or a group

**Recommended Action** This is an informational message and no action is required.

**Error Message** %TMS-6-UNAVAILABLE: %s | Group=%u | %s Threat=%d | Version=%d | Action=%s

**Explanation** This messages informs the status of a threat on a consumer in the specified group

**Recommended Action** This is an informational message and no action is required.

## TN Messages

This section contains Telnet messages.

### TN-2

**Error Message** %TN-2-BADCONN: Bad conn pointer [hex] closing all connections on terminal line [dec]

**Explanation** An internal software error has occurred.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TN-2-BADLOGIN: Bad login string pointer %#x

**Explanation** An internal software error occurred.

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

## TN-3

**Error Message** %TN-3-UNAVAILABLE: Illegal state %d

**Explanation** An internal software error occurred.

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

**Error Message** %TN-3-UNAVAILABLE: Unknown return code %d from telnet\_readline()

**Explanation** An internal software error occurred.

**Recommended Action** If this error recurs, then issue the **show tech-support** and **show logging** commands, contact your Cisco technical support representative, and provide the representative with the gathered information.

## TN3270-2

**Error Message** %TN3270-2-UNAVAILABLE: Input Buffer overflow

**Explanation** A problem in TN3270 protocol was detected. Eight KB (8192) bytes of data were received without a TN3270 end-of-packet indicator. The TN3270 buffer overflowed.

**Recommended Action** Copy this error message exactly as it appears, and contact your technical support representative for assistance.

## TOPN\_COUNTERS Messages

This section contains switch TopN report counters messages.

## TOPN\_COUNTERS-3

**Error Message** %TOPN\_COUNTERS-3-MGMT: %s transmit receive byte count is excessive, 1st poll %llu, 2nd poll %llu

**Explanation** The traffic counter value on the interface is higher than expected. The module might be reporting an erroneous number.

**Recommended Action** Verify the traffic flow on the interface. If the flow does not match the TOPN report, contact your Cisco technical support representative.

## TOPN\_COUNTERS-4

**Error Message** %TOPN\_COUNTERS-4-MEM\_UNAVAIL: Memory was not available for handling the TopN request

**Explanation** The system cannot handle the TopN request because of lack of memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## TOPN\_COUNTERS-5

**Error Message** %TOPN\_COUNTERS-5-AVAILABLE: TopN report [dec] is available

**Explanation** The specified report is ready and can be viewed by the users.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TOPN\_COUNTERS-5-DELETED: TopN report [dec] deleted by [chars]

**Explanation** The specified report has been deleted by the specified user.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TOPN\_COUNTERS-5-KILLED: TopN report [dec] task killed by [chars]  
[chars]

**Explanation** The system was in the process of generating the specified report, but the specified user terminated the report before its completion.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TOPN\_COUNTERS-5-NOPORTS: No interfaces in the system match the interface type for the generation of the topN report [dec]

**Explanation** There were no interfaces in the system that matched the interface type selected in the specified report.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TOPN\_COUNTERS-5-STARTED: TopN collection for report [dec] started by [chars]

**Explanation** The TopN report that was requested by the specified user starts with the specified report number.

**Recommended Action** This is an informational message only. No action is required.

# TPLUS Messages

This section contains Terminal Access Controller Access Control System (TACACS) protocol messages.

## TPLUS-3

**Error Message** %TPLUS-3-FORKFAIL: Failed to fork process for [chars].

**Explanation** A process fork failed, probably due to insufficient memory.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TR-2

**Error Message** %TR-2-UNAVAILABLE: Unit %d, %s error

**Explanation** This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-2-UNAVAILABLE: Unit %d, PI %-08x %-08x %-08x %-08x %-08x %-08x

**Explanation** This message is similar to the %TR-3-PANIC error message, but indicates a nonfatal error. This message appears in very unusual situations that should not arise in normal operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-2-UNAVAILABLE: Unit %d, no memory for %s

**Explanation** The requested operation could not be accomplished because of a low memory condition.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %TR-2-UNAVAILABLE: Unit %d, panic %-08x %-08x %-08x

**Explanation** The Token Ring monitor firmware detected a fatal error that indicates an impending interface failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.\_CRIT

**Error Message** %TR-3-UNAVAILABLE: %s: Can't set address to a multicast (%e)

**Explanation** An attempt was made to set the Token Ring interface MAC address to a reserved multicast address.

**Recommended Action** Check your configuration. Make sure that your XNS and/or Novell Token Ring addresses have not inadvertently been set to reserved multicast addresses.

**Error Message** %TR-3-UNAVAILABLE: Bad unit number %d

**Explanation** This error message pertains only to the IGS. When displayed, it indicates that the system cannot find the chipset registers where it expects them to be. This is most likely a hardware error.

**Recommended Action** If this message recurs, call your technical support representative for assistance. It will be necessary to determine the hardware unit configuration.

**Error Message** %TR-3-UNAVAILABLE: Interface %s failed init diags (0x%04x), %s

**Explanation** The microcode attempted to run its diagnostics on the chip and failed.

**Recommended Action** Issue a clear interface command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Interface %s, adapter check error (fatal) (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a fatal error on the interface card.

**Recommended Action** Issue a clear interface command. If this message recurs, call your technical support representative for assistance. You may need to replace the interface card

**Error Message** %TR-3-UNAVAILABLE: Interface %s, adapter check error (non-fatal) (%04x %04x %04x %04x)

**Explanation** The Token Ring monitor firmware detected a non-fatal error on the interface card.

**Recommended Action** Issue a clear interface command. If this message recurs, call your technical support representative for assistance.

**Error Message** %TR-3-UNAVAILABLE: Unit %d interface failure: %#x %#x %#x, idb state %d

**Explanation** The Token Ring Monitor firmware detected a fatal error due either to an internal software problem or to a hardware failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, Start completion and wrong idb state - state= %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, Tokenring firmware download failed got %#x, expected %#x, at address 0x%04x.%04x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad bridge parameters: bridge\_num=%d, max\_rd=%d thisring=%d, targetring=%d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad buffersize = %d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad firmware type code during %s.  
type=%#x, fw=%#x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, bad functional address=0x%08x, ring  
mode=0x%08x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, change mode failed. result code=%#x, error code=%#x

**Explanation** An internal hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, init failed. result code=%#x, error code=%#x

**Explanation** The Token Ring hardware failed to initialize properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, no TMS380 firmware present. eagle=%#x, magic=%#x

**Explanation** An internal hardware or software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, open failed: %s, %s

**Explanation** The Token Ring interface was unable to insert itself into the ring. This is an indication of a busy or broken ring. The first character string in this error message indicates the stage of initialization at which the error occurred, and the second describes the error.

**Recommended Action** Try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command. If the error message recurs, call your Cisco technical support representative for assistance.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, open failed: check the lobe cable DB-9 connection.

**Explanation** The Token Ring interface was unable to insert itself into the ring, and the error code returned indicates a wiring problem.

**Recommended Action** Check the cable connecting the router to the Token Ring MAU, and try to open the interface again. This generally can be accomplished by issuing the clear interface tokenring command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, reset failed, error code %-08x.

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, ring number (%d) doesn't match established number (%d) .

**Explanation** The number you have configured for the local ring does not match the value currently in use on the ring.

**Recommended Action** Check the configuration to make sure you used the correct ring number. If it is correct, confirm the configuration of all other bridges on the ring to make sure they are using the same ring number.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, set bridge failed (code %#x) .

**Explanation** A hardware error occurred. The source routing accelerator (SRA) chip on the Token Ring card could not be initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, set functional address failed (code %#x) .

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, set group address failed (code %#x) .

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TR-3-UNAVAILABLE: Unit %d, wire fault: check the lobe cable MAU connection.

**Explanation** The Token Ring hardware is reporting a wire fault condition.

**Recommended Action** Check the cable connecting the router to the Token Ring media attachment unit (MAU).

## TR-6

**Error Message** %TR-6-UNAVAILABLE: %s: Ring Status: %s

**Explanation** This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %TR-6-UNAVAILABLE: TR%d: Ring Status: %s %s

**Explanation** This message is displayed when the Token Ring's status changed as determined by the chipset. This information also is used to automatically determine whether the interface is still usable to propagate network traffic. The meaning of each status code is shown in the Token Ring Status Codes Table. Code Explanation Fatal 0x8000 Signal loss Yes 0x4000 Hard error Yes 0x2000 Soft error No 0x1000 Transmit beacon Yes 0x0800 Lobe wire fault Yes 0x0400 Auto removal error Yes 0x0100 Receive request removed Yes 0x0080 Counter overflow No 0x0040 Single station No 0x0020 Ring recovery No

**Recommended Action** Check the Token Ring for the indicated condition.

## TRACKING Messages

This section contains object tracking (TRACKING) messages.

## TRACKING-5

**Error Message** %TRACKING-5-STATE: %d %s %s %s %s-%s

**Explanation** A tracked object has changed its state.

**Recommended Action** No action is required.

# TRAFFIC\_UTIL Messages

This section contains traffic utilization (TRAFFIC\_UTIL) messages.

## TRAFFIC\_UTIL-4

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_BACKPLANE\_BELOW\_THR: Backplane traffic utilization is %d%, below threshold(%d%) within %d second interval

**Explanation** The backplane traffic utilization is below the utilization threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_BACKPLANE\_REACH\_THR: Backplane traffic utilization is %d%, reached threshold(%d%) within %d second interval

**Explanation** The backplane traffic utilization has reached a utilization threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_EG\_BELOW\_THR: Module %d, Channel %d egress traffic utilization is %d%, below or equal threshold(%d%) within %d second interval

**Explanation** The fabric channel egress traffic utilization is below a utilization threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_EG\_REACH\_THR: Module %d, Channel %d egress traffic utilization is %d%, reached threshold(%d%) within %d second interval

**Explanation** The fabric channel egress traffic utilization has reached a utilization threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_IG\_BELOW\_THR: Module %d, Channel %d ingress traffic utilization is %d%, below or equal threshold(%d%) within %d second interval

**Explanation** The fabric channel ingress traffic utilization is below a utilization threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRAFFIC\_UTIL-4-MONITOR\_FABRIC\_IG\_REACH\_THR: Module %d, Channel %d ingress traffic utilization is %d%, reached threshold(%d%) within %d second interval

**Explanation** The fabric channel ingress traffic utilization has reached a utilization threshold.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TRANGE Messages

This section contains time-range (TRANGE) error messages.

### TRANGE-2

**Error Message** %TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer.  
Disabling distributed mode on lc

**Explanation** The system was unable to allocate a buffer to send time-range configuration information to the line cards.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show chunks** commands and your pertinent troubleshooting logs. show chunks

**Error Message** %TRANGE-2-WRONGREQUEST: Invalid request to allocate chunk of size %d

**Explanation** A request was made to allocate a time-range chunk greater than the maximum allowed size (TRANGE\_LARGE\_CHUNK\_SZ).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANGE-2-WRONGSIZE: Incorrect length trange ipc xdr of len=%d received

**Explanation** The RP sent a time-range configuration message of the wrong size.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TRANSCEIVER Messages

This section contains transceiver module messages.

**Error Message** %TRANGE-2-NOMEMORY: Alloc fail for time-range config buffer. Disabling distributed mode on lc

**Explanation** Unable to malloc a buffer to send time-range configuration down to linecards.

**Recommended Action** Enter a show chunks command and report the output, along with this error message, to your technical support representative.

## TRANSCEIVER-3

**Error Message** %TRANSCEIVER-3-ATTACH\_FAILURE: Detected for transceiver module in [chars], module disabled

**Explanation** A software device driver attach has failed. This condition could be caused by a software, firmware, or hardware problem, but a software or firmware problem is more likely. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-CHECKSUM\_ERROR: Detected in the transceiver module in [chars], module disabled

**Explanation** A checksum error was detected when reading the ID PROM of a transceiver module for the specified interface. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-INIT\_FAILURE: Detected for transceiver module in [chars], module disabled

**Explanation** An initialization failure occurred for the transceiver module for the specified interface. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-INTERNAL\_ERROR: [chars]

**Explanation** The transceiver subsystem encountered an internal software error. The message contains text that can be used to help identify the nature of the problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-NOT\_COMPATIBLE: Detected for transceiver module in [chars], module disabled

**Explanation** The transceiver module for the specified interface is not compatible with the interface. As a result of the error, the module is disabled.

**Recommended Action** Replace the module with a compatible transceiver. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-NOT\_IDENTIFIED: Detected for transceiver module in [chars], module disabled

**Explanation** The transceiver module for the specified interface could not be identified and may not be compatible with the interface. As a result of the error, the module is disabled.

**Recommended Action** Replace the module with a compatible transceiver. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-NOT\_SUPPORTED: Detected for transceiver module in [chars], module disabled

**Explanation** The transceiver module for the specified interface is not a Cisco supported module. As a result of the error, the module is disabled.

**Recommended Action** Replace the module with a Cisco supported transceiver. If the problem persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-OPER\_ENABLE\_FAILURE: Detected for transceiver module in [chars], module disabled

**Explanation** Failed to enable the transceiver module for the specified interface. This condition could be caused by a software, firmware, or hardware problem. As a result of the error, the module is disabled.

**Recommended Action** Power down and reseal the module. Hardware replacement should not occur on the first occurrence. Before requesting hardware replacement, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-RPC\_FAILED: Application error rc = [dec]:

**Explanation** The system failed to retrieve the information required to execute the command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show version** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-RPC\_LC\_PROC\_INIT\_FAIL: Transceiver RPC init failure: [chars]

**Explanation** The system failed to create the resources required to process user interface commands for transceivers. The error is not fatal but some **show** commands could fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show version** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-RPC\_PROCESSING\_ERROR: Transceiver RPC error: [chars]

**Explanation** A nonfatal error occurred during the processing of an RPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Enter the **show version** command to gather data that may help identify the cause of the error. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRANSCEIVER-3-SM\_CREATION\_FAILURE: Transceiver OIR State Machine creation failed for [chars], module disabled.

**Explanation** A state machine could not be created for the transceiver OIR operation. If a memory allocation message was also received with this message, this condition indicates insufficient system memory. Other possible causes include an invalid subblock pointer.

**Recommended Action** If it is insufficient system memory, reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TRANSCEIVER-6

**Error Message** %TRANSCEIVER-6-INSERTED: transceiver module inserted in [chars]

**Explanation** The online insertion and removal (OIR) facility detected a newly inserted transceiver module for the interface specified in the error message.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TRANSCEIVER-6-REMOVED: Transceiver module removed from [chars]

**Explanation** The online insertion and removal (OIR) facility detected the removal of a transceiver module from the specified interface.

**Recommended Action** This is an informational message only. No action is required.

## TRUNK-3

**Error Message** %TRUNK-3-UNAVAILABLE: Bad doorbell message type to framer: %d

**Explanation** An invalid or undefined message type was sent to the framer processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: Cannot send message to framer; no more messages available

**Explanation** The memory buffer for message passing between the trunk card and framer processors has been exhausted. Either the messages are not being picked up or are being generated too quickly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: Invalid framer firmware code file.

**Explanation** The software has detected an invalid framer firmware image that cannot be downloaded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: Invalid value (%d) for shelf %d; exceeds %d

**Explanation** An internal software error occurred. An attempt was made to reference a shelf number larger than the installed maximum.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: No longer receiving heartbeats from framer CPU.

**Explanation** Communication from the framer processor to the trunk card processor has stopped. The framer processor is no longer passing status to the trunk card processor nor accepting messages from the trunk card processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: T1 Port %d on slot %d is now in drop-insert mode.

**Explanation** The user has dropped a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This is a disruptive action in that any existing calls will be dropped.

**Error Message** %TRUNK-3-UNAVAILABLE: T1 Port %d on slot %d taken out of drop-insert mode.

**Explanation** The user has restored a T1 port on a CT3 card by pressing the pushbutton on the CT3 card. This port was earlier dropped by the user and has now been taken out of dropped mode.

**Error Message** %TRUNK-3-UNAVAILABLE: Timed out waiting for framer CPU to respond.

**Explanation** The framer processor did not reply to the read request during a specified amount of time.

**Error Message** %TRUNK-3-UNAVAILABLE: Trunk card initialization failed due to: %s

**Explanation** Trunk card initialization has failed due to the specified reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: Unknown type 0x%x in shelf %d slot %d

**Explanation** The card in the specified slot and shelf was not recognized as either a T1 or E1 interface. This indicates a hardware or software failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK-3-UNAVAILABLE: selected clock on slot %d port %d is bad.Accepting the config.

**Explanation** The clock status as reported by the framer is bad. Either no cable is plugged in or the port is indeed bad. Configuration is accepted and as soon as the port in reference turns good, it will be applied.

**Recommended Action** If user is configuring the clocks configuration in advance while there is no card in the corresponding slot or no cable is plugged in yet and if he is aware of this fact, then there is no action that needs to be taken. Otherwise, choosing another good clock and troubleshooting the bad clock from the port in reference is recommended.

## TRUNK\_CLOCK-3

**Error Message** %TRUNK\_CLOCK-3-UNAVAILABLE: Failed to allocate memory for the clocks

**Explanation** The clock switching software has failed to allocate memory while adding a clock.

**Recommended Action** LOG\_STD\_NO\_ACTION

## TRUNK\_CLOCK-6

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the clock on slot %d port %d priority %d as the current primary has gone bad

**Explanation** The TDM primary clock has switched to a backup clock coming in via the specified trunk as the current primary clock has gone bad.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the user configured external clock on motherboard

**Explanation** The TDM primary clock is switching from the default clock to the user configured external clock in motherboard.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the user configured freerunning clock on motherboard

**Explanation** The TDM primary clock is switching from the default clock to the user configured free running clock in motherboard.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: Switching to the user configured trunk clock on slot %d port %d priority %d

**Explanation** The TDM primary clock is switching from the default clock to the user configured trunk clock.

**Recommended Action** LOG\_STD\_NO\_ACTION.

**Error Message** %TRUNK\_CLOCK-6-UNAVAILABLE: There are no good clocks in the system. Remain in HOLDOVER mode

**Explanation** The clock selection algorithm has failed to select any clock as the TDM primary clock.

**Recommended Action** LOG\_STD\_NO\_ACTION.

## TRUNK\_DFC-3

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Could not download trunk firmware in slot %d

**Explanation** Cannot download trunk firmware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Failed to create context for dsx3 controller in %d/%d

**Explanation** This message indicates internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Failed to create controller for %d/%d

**Explanation** This message indicates internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Failed to create trunk slot instance for slot %d

**Explanation** This message indicates internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Reset failed for Trunk DFC ROM in slot %d

**Explanation** Cannot take Trunk DFC out of reset

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Trunk DFC ROM in slot %d failed: %s

**Explanation** Trunk DFC ROM failed to boot properly

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Trunk DFC firmware in slot %d is not ready

**Explanation** Trunk DFC firmware failed to start

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TRUNK\_DFC-3-UNAVAILABLE: Trunk DFC in slot %d: SDRAM failed  
[0x%x..0x%x]

**Explanation** Trunk DFC SDRAM test failed indicating bad memory location

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TSP-3

**Error Message** %TSP-3-UNAVAILABLE: %s

**Explanation** Internal Finite State Machine Error.

**Recommended Action** Contact your technical support representative, include the full text of the error message.

**Error Message** %TSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**Error Message** %TSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

**Explanation** There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**Error Message** %TSP-3-UNAVAILABLE: voice port %s: status=0x%x message=0x%x

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

## TSP-5

**Error Message** %TSP-5-UNAVAILABLE: %s at slot %d, unit %d, channel %d

**Explanation** A PRI signalling channel is added/deleted to TSP's inventory of signalling channels.

**Recommended Action** This is a notification message only. No action is required.

## TTY-3

**Error Message** %TTY-3-UNAVAILABLE: Cannot create %s process

**Explanation** Failed creating the process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTY-3-UNAVAILABLE: TTY%t: Modem auto-configuration failed

**Explanation** Modem auto-configuration failed either because the modem rejected the configuration string or because of a timeout. An attempt should be made to apply the configuration string manually.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TTYDRIVER-2

**Error Message** %TTYDRIVER-2-UNAVAILABLE: Unable to allocate %d I/O buffers

**Explanation** A buffer memory shortage existed at the time that the configuration command was issued. This condition is rare and, under normal conditions, temporary.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTYDRIVER-2-UNAVAILABLE: Unable to allocate break block from I/O mem

**Explanation** The router does not have enough I/O memory for buffers.

**Recommended Action** Consider adding more shared memory. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TTYDRIVER-3

**Error Message** %TTYDRIVER-3-UNAVAILABLE: No particles available to set up for output on tty %s

**Explanation** A software error occurred resulting in an unexpected exhaustion of the pool of data buffers used by the modem drivers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTYDRIVER-3-UNAVAILABLE: Non-zero outcount but no transmit particle on tty %s

**Explanation** A software error occurred and left a software structure in an unexpected state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTYDRIVER-3-UNAVAILABLE: RTS is incorrectly deasserted for tty %s; reasserting now

**Explanation** A software error occurred resulting in an invalid state for the RTS modem signal

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTYDRIVER-3-UNAVAILABLE: Unknown encapsulation on interface %s

**Explanation** A software error occurred resulting in an unknown encapsulation type on the interface specified by the error message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTYDRIVER-3-UNAVAILABLE: Unknown port type (%d)

**Explanation** A software error occurred due to an unrecognised port type

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TRIFECTA Messages

This section contains Trifecta service module messages.

**Error Message** %TRIFECTA-6-X86\_FPGAVER\_MISMATCH: Module [dec]: [chars]

**Explanation** Trifecta X86 FPGA version mismatch.

**Recommended Action** No action is required.

**Error Message** %TRIFECTA-6-X86ONLINE: Trifecta X86 in slot [dec] is online.

**Explanation** Trifecta X86 has finished booting up and is online.

**Recommended Action** No action is required.

**Error Message** %TRIFECTA-6-X86\_RESTART\_REASON: Module [dec]: [chars]

**Explanation** Trifecta X86 restart reason.

**Recommended Action** No action is required.

## TTFIB\_NP\_CLIENT Messages

This section contains Toaster Tag FIB (TTFIB) NP client messages.

### TTFIB\_NP\_CLIENT-3

**Error Message** %TTFIB\_NP\_CLIENT-3-ERROR: [chars] [chars] [chars]

**Explanation** Failed to set or clear port mode flags because the NP returned a failure condition.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTFIB\_NP\_CLIENT-3-INFO: [chars]

**Explanation** TTFIB NP client failed to initialize properly, which results in improper operation of the any transport over MPLS (AToM) feature.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TTFIB\_NP\_CLIENT-3-NOMEM: [chars]

**Explanation** TTFIB NP client failed to initialize properly, which results in improper operation of the any transport over MPLS (AToM) feature.

**Recommended Action** This message may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Reload the Cisco IOS image on the affected card or platform. If the error persists, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TTFIB\_NP\_CLIENT-4

**Error Message** %TTFIB\_NP\_CLIENT-4-HDLC: [chars]

**Explanation** Improper usage of SIP-400 for the HDLC over MPLS (HDLCoverMPLS) feature.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TTFIB\_NP\_CLIENT-4-PPP: [chars]

**Explanation** Improper usage of SIP-400 for the PPP over MPLS (PPPoMPLS) feature.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TTFIB\_NP\_CLIENT-4-VPLS: [chars]

**Explanation** Improper usage of SIP-400 for the Virtual Private LAN Service (VPLS) feature.

**Recommended Action** This is an informational message only. No action is required.

**Error Message** %TTFIB\_NP\_CLIENT-4-WARN: [chars] [dec] [chars]

**Explanation** A TTFIB entry could not be added because the entry passed is invalid.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TUN Messages

This section contains tunnel messages.

### TUN-3

**Error Message** %TUN-3-API\_ARGS: unexpected arguments: [chars], [chars]

**Explanation** A public tunnel component API was called with arguments outside the expected boundaries.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-3-ENDPOINT\_ERROR: [chars] [chars]

**Explanation** An internal software error occurred during manipulating the tunnel endpoint database.

**Recommended Action** No action is required.

**Error Message** %TUN-3-ENDPOINT\_STORE: Operation [chars] failed for [chars]

**Explanation** Manipulation of the tunnel endpoint store has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-3-ILLEGAL\_ARGS: Illegal arguments - [chars]

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-3-MTUCONFIGEXCEEDSL2MTU\_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel maximum MTU [int]

**Explanation** An IPv4 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv4 since IPv4 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

**Recommended Action** If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

**Error Message** %TUN-3-MTUCONFIGEXCEEDSL2MTU\_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel maximum MTU [int]

**Explanation** An IPv6 MTU value is configured on the tunnel interface and this value exceeds the tunnel's maximum MTU. This message is typically observed when the tunnel header size changes or when the MTU of the underlying exit interface changes. As a result of either, the tunnel maximum

MTU can change. This message can also be observed when using an IPv6 tunnel to carry IPv6 since IPv6 MTU config in this case allows for a value to be configured that is greater than the tunnel's maximum MTU. As a result of any of these conditions, packets may be dropped.

**Recommended Action** If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the interface MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

## TUN-4

**Error Message** %TUN-4-MTUCONFIGEXCEEDSTRMTU\_IPV4: [chars] IPv4 MTU configured [int] exceeds tunnel transport MTU [int]

**Explanation** An IPv4 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific IPv4 MTU value is not required, it is recommended that you leave the value at the default by typing **no ip mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ip mtu** on the tunnel interface to be lower than or equal to this.

**Error Message** %TUN-4-MTUCONFIGEXCEEDSTRMTU\_IPV6: [chars] IPv6 MTU configured [int] exceeds tunnel transport MTU [int]

**Explanation** An IPv6 MTU value has been configured on the tunnel interface and this value exceeds the tunnel's transport (default) MTU. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific IPv6 MTU value is not required, it is recommended that you leave the value at the default by typing **no ipv6 mtu** on the tunnel interface. If a specific value is required, it is recommended that you check the tunnel transport MTU value from the **show interface tunnel** command and adjust **ipv6 mtu** on the tunnel interface to be lower than or equal to this.

**Error Message** %TUN-4-MTUCONFIGLESSTHAN\_MINIPV4MTU: [chars] IPv4 MTU [int] is lesser than the minimum IP MTU [int], fragmentation may occur

**Explanation** The IPv4 MTU value calculated on the tunnel interface is less than the minimum IP MTU. The MTU of the underlying exit interface of the tunnel is too small. As a result, fragmentation of the transport packet may occur before this goes out of the underlying exit interface.

**Recommended Action** If a specific MTU value is not required for the exit interface, it is recommended that you leave the value at the default by typing **no mtu** on the exit interface. If a specific value is required, it is recommended that you check the MTU value from the **show interface** command for the exit interface and adjust **mtu** on the tunnel exit to be higher than this.

**Error Message** %TUN-4-UDLR\_IDB\_ERROR: UDLR [chars] - [chars]

**Explanation** An error was encountered on a unidirectional link routing (UDLR) interface.

**Recommended Action** No action is required.

## TUN-5

**Error Message** %TUN-5-HW\_IF\_INDEX\_ILLEGAL: Attempt to create tunnel interface for [chars] with illegal index: [dec]

**Explanation** The creation of a tunnel interface failed due to an invalid index.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-INIT\_ERROR: A critical error [chars] occurred during initialization

**Explanation** The creation of a tunnel subsystem failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-RECURDOWN\_SRC: [chars] linestate down, recursive source interface, next output [chars]

**Explanation** While the tunnel line state was being evaluated, a source interface was revisited.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_DB\_IF: Operation on tunnel interface table failed for [chars] - [chars]

**Explanation** A manipulation of the tunnel interface table failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_HWIDB\_DELETE: Failed to delete hwidb for Tunnel [dec] index [dec]

**Explanation** The deletion of a tunnel interface failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_HWIDB\_LIST\_DELETE: Failed to delete [chars] from tunnel hwidb list

**Explanation** The deletion of a tunnel from the hardware IDB list failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_HWIDB\_LIST\_INSERT: Failed to add [chars] to tunnel hwidb list

**Explanation** The insertion of a tunnel into the hardware IDB list failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_HWIDB\_RECYCLE: Failed to recycle hwidb for Tunnel [dec] index [dec]

**Explanation** The recycling of a tunnel interface failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_LIST\_CREATE: Failed to create tunnel list [chars]

**Explanation** The creation of a tunnel list failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_SWIDB\_DELETE: Failed to delete swidb for Tunnel [dec] index [dec]

**Explanation** The deletion of a tunnel interface failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_SWIDB\_RECYCLE: Failed to recycle swidb for Tunnel [dec] index [dec]

**Explanation** The recycling of a tunnel interface failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_TABLE: Operation [chars] on tunnel table failed for [chars] - [chars]

**Explanation** The manipulation of the tunnel table failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_UNIT\_LIST\_DELETE: Failed to delete entry unit [dec] to tunnel unit list

**Explanation** A deletion from the tunnel unit failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %TUN-5-TUN\_UNIT\_LIST\_INSERT: Failed to add entry unit [dec] to tunnel unit list

**Explanation** The insertion of the tunnel unit failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TUNSS Messages

This section contains tunnel security messages.

**Error Message** %TUNSS-6-PROTECTION\_BAD\_TUN\_MODE: Tunnel mode [chars] not supported by tunnel protection. Protection removed.

**Explanation** The chosen tunnel mode is not supported by tunnel protection interfaces. Protection has been turned off and removed.

**Recommended Action** Unless protection is desired on this interface, no action is required. If protection is desired, a crypto-map must be used instead.

**Error Message** %TUNSS-3-PROTECTION\_PROCESS\_FAIL

: Failed to create tunnel security process

**Explanation** The system failed to start a processes necessary to do tunnel protection.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## TWOBIT

**Error Message** %TWOBIT-3-UNAVAILABLE: %s: Error encountered (fsm rc %d)

**Explanation** A 2bt protocol driver finite state machine error detected. This is not a fatal error.

**Recommended Action** This error means a 2bt protocol software error. However, this is not fatal since a retry mechanism ensures correct behaviour again. If this error message is repeatedly seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %TWOBIT-3-UNAVAILABLE: %s: Invalid fsm state (%s) (state %d)

**Explanation** A 2bt protocol driver finite state machine error detected. This is not a fatal error.

**Recommended Action** This means there has been a glitch in the 2bt protocol negotitaion. However, this is not fatal since a retry mechanism ensures correct behaviour again. If this error message is repeatedly seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information

**Error Message** %TWOBIT-3-UNAVAILABLE: Failed to allocate hardware timer

**Explanation** The 2bt protocol driver finite state machine was unable to allocate a hardware timer that it requires for operation.

**Recommended Action** This means there has been a glitch in the 2bt protocol negotitaion. This error will cause the 2 bt protocol to malfunction and cause higher layer applications that use this communication mechanism to fail. If this error message is seen, copy the error message exactly as it appears on the console or in the system log, enter the show diag command to gather additional data, and contact your Cisco technical support representative with the gathered information.

## TXCONN-3

**Error Message** %TXCONN-3-UNAVAILABLE: Bad Transaction ID, flushing out request for client %i connected server %s, killing connection.

**Explanation** Bad input stream.

**Recommended Action** This is an informational message. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-3-UNAVAILABLE: Bad license key configured for Transaction Connection.

**Explanation** The license key configured with the txconn license configuration command is not valid.

**Recommended Action** Check that the license key was entered correctly in the txconn license configuration command. Refer to the txconn feature documentation for information on how to obtain a valid license key.

**Error Message** %TXCONN-3-UNAVAILABLE: Bad remote LU '%s' configured for server %s

**Explanation** The remote LU configured for the txconn server is incorrect.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the remote LU for DB2 on the remote database server. Be sure to check that the SNA network name is correct as well as the LU name.

**Error Message** %TXCONN-3-UNAVAILABLE: Exception %s from transaction %s to %s from client %i

**Explanation** An unexpected transaction error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs. If possible, also provide the output of the debug txconn data command, and an SNA line trace between the router and the remote database server, for the period during which this message appeared.

**Error Message** %TXCONN-3-UNAVAILABLE: Out of resource, cannot create transaction for client %i connected server %s, killing connection.

**Explanation** The router is out of memory.

**Recommended Action** This is an informational message. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-3-UNAVAILABLE: Unexpected client data, flushing out the request for client %i connected server %s.

**Explanation** Bad input stream.

**Recommended Action** This is an informational message. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-3-UNAVAILABLE: Unknown mode '%s' configured for server %s

**Explanation** The mode configured for the txconn server was rejected by the remote database server.

**Recommended Action** Contact your SNA network administrator to determine the correct name of the mode to use to connect to DB2 on the remote database server.

## TXCONN-5

**Error Message** %TXCONN-5-UNAVAILABLE: APPC security failed, client %i using userid '%s' for server %s

**Explanation** The userid and/or password passed in by the client were rejected by the remote database server.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: CICS server %s has become unavailable. Recovery is in progress.

**Explanation** A CICS server for a configured destination has become unavailable. All client connections to this server will be rejected until it becomes available again.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: CICS server %s is now available.

**Explanation** A CICS server that was previously unavailable has become available. All client connections to this server will now be accepted.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: Client %i connected to server %s has timed out after %TE.

**Explanation** The client was idle for too long, and the idle timeout configured for the txconn server expired.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

**Error Message** %TXCONN-5-UNAVAILABLE: Transaction %x of Client %i connected to server %s has timed out after %TE.

**Explanation** The transaction was idle for too long, and the idle timeout configured for the txconn server expired.

**Recommended Action** This is an informational message only. LOG\_STD\_NO\_ACTION

## UAM Messages

This section contains Upgrade Analysis Module (UAM) messages.

### UAM-3

**Error Message** %UAM-3-IMPACT\_FAMILY: UAM is unable to get the impact of the upgrade on '%s' linecards family (SR is '%s')

**Explanation** The Upgrade Analysis Module (UAM) is unable to determine the impact of the current upgrade for the line cards belonging to the specified family. An upgrade operation will probably result in the resetting of all line cards in that family.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UAM-3-INVALID\_CONTEXT: Trying to stop the upgrade, but there is no upgrade currently

**Explanation** An application is trying to stop an upgrade cycle, but there is no upgrade in progress.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UAM-3-INVALID\_WB: Trying to set an invalid watched boolean

**Explanation** During runtime, the UAM is trying to release a process using an invalid internal data structure. The command line interface will probably be blocked or the standby supervisor will be unable to boot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## UBR7200

**Error Message** %UBR7200-0-UNAVAILABLE: %s measured at %s is too high: shutdown temperature %s

**Explanation** Current temperature exceeds the max shutdown temperature

**Recommended Action** Determine cause of the high temperature and correct if possible.

**Error Message** %UBR7200-0-UNAVAILABLE: %s measured at %s is too high: shutdown voltage %s

**Explanation** Current voltage exceeds the max shutdown voltage

**Recommended Action** Determine cause of the high voltage and correct if possible.

**Error Message** %UBR7200-0-UNAVAILABLE: %s measured at %s is too low: shutdown voltage %s

**Explanation** Current voltage exceeds the min shutdown voltage

**Recommended Action** Determine cause of the low voltage and correct if possible.

**Error Message** %UBR7200-0-UNAVAILABLE: CMTS(%d/%d), Init failed, CSR%d=0x%04x.

**Explanation** Most likely Hardware failure

**Recommended Action** Replace defective Line Card

**Error Message** %UBR7200-0-UNAVAILABLE: uBR requires CPU card type NPE150 or higher

**Explanation** NPE100 is not supported in uBR

**Recommended Action** Upgrade CPU card to NPE150 or higher

**Error Message** %UBR7200-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Most likely system or hardware failure

**Recommended Action** Replace Line Card

## UBR7200-1

**Error Message** %UBR7200-1-UNAVAILABLE: Only found %d interfaces on bay %d, shutting down bay

**Explanation** Most likely system or hardware failure

**Recommended Action** Replace Line Card

## UBR7200-3

**Error Message** %UBR7200-3-UNAVAILABLE: %s

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UBR7200-3-UNAVAILABLE: AWACS Slot %d is dead

**Explanation** Daughter board DSP hungs

**Recommended Action** Reload image, if still fail, replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: CMTS(%d/%d), Buffer ownership error, pak=0x%x.

**Explanation** Most likely hardware failure

**Recommended Action** Replace defective board

**Error Message** %UBR7200-3-UNAVAILABLE: Can not remove Burst Profile. Burst Profile is in use

**Explanation** Current Modulation profiles defined currently use this burst profile

**Recommended Action** Remove the modulation profile(s) that use this burst profile, then reissue the command.

**Error Message** %UBR7200-3-UNAVAILABLE: Can't allocate MAC address for interface %u/%u

**Explanation** Your system is out of available MAC addresses.

**Recommended Action** Contact technical support.

**Error Message** %UBR7200-3-UNAVAILABLE: Cannot send maps as current\_map ptr is NULL, ds-%x, current\_map-%x: %s

**Explanation** This is an internal error, or may indicate a memory problem.

**Recommended Action** Check your available memory. If necessary, add more memory to the system.

**Error Message** %UBR7200-3-UNAVAILABLE: Could not start Spectrum Management process

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UBR7200-3-UNAVAILABLE: DSP FLASH memory failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP SRAM failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP SRAM semaphore failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP failed for unknown reason(0x%x)

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP id read 0x%x,expect 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: DSP side dual-port SRAM failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Device reported %#x

**Explanation** Most likely hardware failure

**Recommended Action** Replace defective hardware

**Error Message** %UBR7200-3-UNAVAILABLE: Exceeds %d %s

**Explanation** The total bandwidth of fast and medium bandwidth port adapters exceed the rated capacity of this system.

**Recommended Action** Refer to the configuration guidelines for the maximum allowed high and medium bandwidth port adapters for the system.

**Error Message** %UBR7200-3-UNAVAILABLE: Failed downloading.

**Explanation** Failed DSP downloading

**Recommended Action** Reload image, if still fail replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Failed end downloading.

**Explanation** Failed last step of DSP downloading

**Recommended Action** Reload image, if still fail replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s Port U%d invalid, highest port number is U%d

**Explanation** Upstream port number must be valid.

**Recommended Action** Redo command with valid upstream port number.

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, ARP reply from invalid source. Expected SID=%d, Actual SID=%d

**Explanation** There might be a spoofing attempt going on

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, ARP request from invalid source. IP=%i, MAC=%e, Expected SID=%d, Actual SID=%d

**Explanation** There might be a spoofing attempt going on

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, Failed to send intercept packet to server %i:%d

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, IP address %i from MAC %e is already in use. SID = %d

**Explanation** There might be a spoofing attempt going on.

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, IP packet from invalid source. IP=%i, MAC=%e, Expected Interface=%s SID=%d, Actual Interface=%s SID=%d

**Explanation** There might be a spoofing attempt going on.

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Interface %s, IP packet from invalid source. IP=%i, MAC=%e, Expected SID=%d, Actual SID=%d

**Explanation** There might be a spoofing attempt going on.

**Recommended Action** Look for possible spoofing attempt

**Error Message** %UBR7200-3-UNAVAILABLE: Invalid Channel ID(%s): chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UBR7200-3-UNAVAILABLE: Maximum number of SIDS have been allocated for interface %s

**Explanation** The Maximum number of Cable Modems are on line

**Recommended Action** Assign Cable Modem to another Line Card

**Error Message** %UBR7200-3-UNAVAILABLE: Number of slots in chassis is undefined.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-3-UNAVAILABLE: Plx9050 id read 0x%x, expect 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Plx9080 id read 0x%x, expect 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: SPI BUS READ 0x%02x BYTES SHORT(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Read error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: SPI PENDING NO READ DATA(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Read error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: SPI PENDING READ ERROR(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Read error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: SPI PENDING WRITE ERROR(%s): spistat=0x%02x, chid=0x%02x, cmd=0x%02x, regaddr=0x%02x

**Explanation** Write error on PHY chip serial communications bus.

**Recommended Action** Line card is defective, replace it.

**Error Message** %UBR7200-3-UNAVAILABLE: Switching to backup dsp image failed

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: Unknown chassis model.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-3-UNAVAILABLE: XILINX not up, reset reg is 0x%x

**Explanation** Daughter board hardware failure

**Recommended Action** Replace defective daughter board

**Error Message** %UBR7200-3-UNAVAILABLE: failed init download.

**Explanation** Failed initiating DSP downloading

**Recommended Action** Reload image, if still fail replace defective daughter board

## UBR7200-4

**Error Message** %UBR7200-4-UNAVAILABLE: Bad timing offset %ld detected for cable modem %e.

**Explanation** The cable modem is not using the correct starting offset during initial ranging. This causes a zero, negative timing offset to be recorded by the CMTS for this modem. The CMTS internal algorithm(s) that rely on the timing offset parameter, will exclude such modems from any analysis. Such bad modems may or may-not be able to function depending on their physical location on the cable plant

**Recommended Action** Locate the cable modem based on MAC address and report initial timing offset problem to the CM vendor

**Error Message** %UBR7200-4-UNAVAILABLE: Cable modem %e is online on both interface %s and interface %s.

**Explanation** The cable modem has been detected on two interfaces.

**Recommended Action** Check for cable modems with duplicate MAC addresses.

**Error Message** %UBR7200-4-UNAVAILABLE: Corrupt or missing MAC address cookie using random base %e

**Explanation** Data stored in midplane is bad.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-4-UNAVAILABLE: Hardware Fault

**Explanation** Hardware fault in Clockcard

**Recommended Action** Replace clock card

**Error Message** %UBR7200-4-UNAVAILABLE: Invalid CPU ID, assuming revision 1

**Explanation** CPU Revision ID is unreadable.

**Recommended Action** Update CPU board.

**Error Message** %UBR7200-4-UNAVAILABLE: Midplane data version mismatch.

**Explanation** Data stored in midplane is out of date and needs update.

**Recommended Action** Contact technical support to update your system.

**Error Message** %UBR7200-4-UNAVAILABLE: Old version NPE-175/225 with Rev = 0x%02x system controller. Contact upgrades-info@cisco.com for replacement

**Explanation** NPE board has been recalled due to an errata in the system controller chip.

**Recommended Action** Replace NPE-175/225 Board

**Error Message** %UBR7200-4-UNAVAILABLE: SID cannot be resolved from the leasequery reply for IP %i

**Explanation** Relay-agent option might not be configured.

**Recommended Action** Make sure relay-agent option is configured. Also make sure save-relay-agent-data is enabled on CNR.

**Error Message** %UBR7200-4-UNAVAILABLE: Unknown MAC address block size.

**Explanation** Data stored in midplane is bad or incomplete.

**Recommended Action** Contact technical support to update your system.

## UBR7200-5

**Error Message** %UBR7200-5-UNAVAILABLE: Authorization failed for Cable Modem %e on interface %s

**Explanation** The registration of this modem failed due to an invalid MIC string

**Recommended Action** Make sure the shared secret in the configuration file matches the shared secret configured in the ubr7200.

**Error Message** %UBR7200-5-UNAVAILABLE: Bad timer expiry in downstream traffic shaper process, Timer %x

**Error Message** %UBR7200-5-UNAVAILABLE: CMTS deleted BPI unauthorized Cable Modem %e

**Explanation** Unauthorized cable modem deleted to enforce CM go through BPI authorization.

**Recommended Action** Check modem interface configuration for privacy mandatory, or errors in tftp configuration file.

**Error Message** %UBR7200-5-UNAVAILABLE: CMTS deleted unregistered Cable Modem %e

**Explanation** Unregistered cable modem deleted to avoid unaccounted bandwidth usage.

**Recommended Action** Check modem i/f config for registration bypass, or errors in tftp config file.

**Error Message** %UBR7200-5-UNAVAILABLE: Handshake DSP is successful after %d ms delay

**Explanation** DSP is up and running

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Current total reservation of %d bps on Port U%d, exceeds its maximum configured reservation limit of %d bps.

**Explanation** The currently reserved capacity on the upstream channel already exceeds the virtual reservation capacity of that upstream channel (based on configured subscription level limit).

**Recommended Action** Need to load balance modems requesting reserved upstream rate on some other upstream channel, or increase the subscription level limit on current upstream channel at increasing risk of not being able to guarantee the individual reserved rates for modems if this upstream channel is already oversubscribed beyond raw capacity

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, changed state to %s

**Explanation** The upstream port was brought up or down.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, continuous frequency hop ended at %u.%03u MHz

**Explanation** At least one modem came back online. This message logs the abort of continuous frequency hop.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, continuous frequency hop started

**Explanation** All modems just went offline. This message logs the start of continuous frequency hop.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, frequency changed to %u.%03u MHz

**Explanation** The upstream channel frequency was changed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, input power level changed to %d dBmV

**Explanation** The upstream channel input power level was changed.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Interface %s Port U%d, input power level fixed at %d dBmV

**Explanation** Setting the upstream frequency to a fixed value caused the upstream input power level to assume a fixed value.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Invalid DOCSIS Message received from a Cable Modem for interface %s

**Explanation** This is a DOCSIS Message, but not an appropriate message for the uBR.

**Recommended Action** Locate Cable Modem sending this message and replace with DOCSIS compliant modem.

**Error Message** %UBR7200-5-UNAVAILABLE: New host with IP address %i and MAC %e on SID %d is ignored.

**Explanation** Number of hosts on the SID has been exceeded.

**Recommended Action** Locate the Cable Modem in question

**Error Message** %UBR7200-5-UNAVAILABLE: Not implemented DOCSIS MESSAGE received from a Cable Modem for interface %s

**Explanation** This uBR does not support this type of message. The system may be connected to a non-compliant modem.

**Recommended Action** This message is informational only. To be sure there is no problem, you may contact technical support.

**Error Message** %UBR7200-5-UNAVAILABLE: Recovering and switching back to regular dsp image succeeded

**Explanation** DSP recover operation using backup image succeeded

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Registration failed for Cable Modem %e on interface %s%s: %s

**Explanation** The registration of this modem failed due to an invalid or unsupported Class of Service setting.

**Recommended Action** Make sure the Class of Service fields in the configuration file are set correctly.

**Error Message** %UBR7200-5-UNAVAILABLE: Switching to backup dsp image succeeded

**Explanation** Switching to backup dsp image succeeded

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Time scheduled event, spectrum group %u, %s

**Explanation** A time scheduled reconfiguration event occurred on an interface.

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Trying to switch to backup dsp image

**Explanation** Trying to recover DSP using backup image

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-5-UNAVAILABLE: Unable to create downstream traffic shaping queues

**Error Message** %UBR7200-5-UNAVAILABLE: Unable to fork downstream shaper process

**Error Message** %UBR7200-5-UNAVAILABLE: Upstream Channel Change not valid for interface %s

**Explanation** The software does not support this command for this interface

**Recommended Action** Please use this command on a multiple upstream Line card.

## UBR7200-6

**Error Message** %UBR7200-6-UNAVAILABLE: %s burst's preamble length in modulation profile %d is adjusted to the operable value.

**Explanation** The preamble length in the burst profile has adjusted to the valid value.

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable Clock primary reference is midplane TDM clock

**Explanation** Clockcard primary reference is from midplane TDM clock

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock %s reference Loss of Signal

**Explanation** The clock reference was lost

**Recommended Action** Check reference source

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock %s reference active

**Explanation** The clock reference became active

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock in Freerun mode

**Explanation** Clockcard is in free run mode

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock in Holdover mode

**Explanation** Clockcard switched to holdover mode

**Recommended Action** Check reference source

**Error Message** %UBR7200-6-UNAVAILABLE: Cable clock locked to %s reference

**Explanation** Clockcard locked onto clock source

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Cable modem %e has been moved from interface %s to interface %s.

**Explanation** The cable modem has been detected ranging on a new interface.

**Recommended Action** Informational only

**Error Message** %UBR7200-6-UNAVAILABLE: Current DSP version : %d, DSP flash version : %d

**Explanation** The current code version and the version DSP booted up with

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-6-UNAVAILABLE: Downloading dsp code completed

**Explanation** Downloading dsp code completed

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-6-UNAVAILABLE: Downloading dsp code initiated

**Explanation** Downloading dsp code started

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %UBR7200-6-UNAVAILABLE: Midplane TDM clock reference defaults to Clockcard

**Explanation** Clockcard primary reference is from midplane TDM clock

**Recommended Action** Informational only

## UCODE-3

**Error Message** %UCODE-3-UNAVAILABLE: %s is %s ucode not %s, microcode/hardware mismatch

**Explanation** The specified microcode file is for a different interface processor than specified in the configuration. The user has made a configuration error. The onboard ROM microcode will be loaded.

**Recommended Action** Reenter your microcode configuration command after confirming the interface type and reload the microcode.

**Error Message** %UCODE-3-UNAVAILABLE: Bad checksum in %s, found 0x%x expected 0x%x

**Explanation** The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

**Recommended Action** Reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: File %s at length %d is too long for buffer (size %d)

**Explanation** The file is too large for the buffer. The onboard ROM microcode will be loaded.

**Recommended Action** If the error message recurs after the onboard ROM microcode is loaded, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Inappropriate version %u.%u for %s

**Explanation** An attempt was made to load an inappropriate version of microcode.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %UCODE-3-UNAVAILABLE: Invalid IPC request (%d) received from (%x)

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has received an invalid message.

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %UCODE-3-UNAVAILABLE: Invalid Ucode source type (%d)

**Explanation** Microcode source type as specified is not supported on the given platform

**Recommended Action** Verify that the proper revisions of code are selected.

**Error Message** %UCODE-3-UNAVAILABLE: Invalid attempt to load ROM ucode in slot %d

**Explanation** Some interface processors cannot load microcode from ROM.

**Recommended Action** Remove the erroneous configuration statement.

**Error Message** %UCODE-3-UNAVAILABLE: Ucode file %s not found, system ucode loaded in slot %d

**Explanation** The file specified by the configuration was not found in Flash. The onboard ROM microcode will be loaded so the interface can remain operational.

**Recommended Action** Use show flash to determine if the file is located in Flash. If the file is there, attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Ucode file %s requires %s version %d.x hardware

**Explanation** A mismatch was detected during an attempt to load a microcode file into an interface processor. The hardware requires a different version than the one specified.

**Recommended Action** Use the required microcode version.

**Error Message** %UCODE-3-UNAVAILABLE: Ucode header corrupted in %s, found 0x%x expected 0x%x

**Explanation** The microcode file is corrupted in some way; the checksum computed after reading the file from Flash does not match the one in the file. The file will not be downloaded, and the onboard ROM microcode will be used instead.

**Recommended Action** Reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to allocate memory during microcode reload

**Explanation** An attempt at memory allocation failed while downloading microcode to Interface processor.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to allocate memory for ucode buffer

**Explanation** A buffer is required to decompress microcode before loading it into an interface processor. This buffer could not be allocated for some reason.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to download ucode from %s in slot %d, trying %s ucode

**Explanation** For some reason, the microcode file specified by the configuration is not suitable for downloading, or another error occurred. The onboard ROM microcode will be loaded so the interface can remain operational.

**Recommended Action** Attempt to reload the microcode. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to initialize IPC %s services

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to initialize.

**Recommended Action** Certain Interface Processors will not load properly. The router must be reloaded to clear the problem.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to obtain IPC resources

**Explanation** The InterProcess Communication (IPC) service used to download microcode to certain interface processors has failed to obtain a buffer.

**Recommended Action** Certain interface processors will not load properly. Try the reload command again. If this message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-3-UNAVAILABLE: Unable to read ucode file %s from flash

**Explanation** For some reason, the microcode file was not read from Flash. Flash might be locked by another process or otherwise unavailable.

**Recommended Action** Use the show flash command to determine whether Flash is in use and issue another microcode reload when Flash is free. If the message recurs, call your technical support representative for assistance.

**Error Message** %UCODE-5-UNAVAILABLE: FDDI unit %d has obsolete microcode: please upgrade it

**Explanation** This message occurs when an FDDI interface processor is found running microcode that does not support microcode CMT, which is required for all software releases from 10.2 on.

**Recommended Action** Upgrade the microcode on the interface processor.

**Error Message** %UDLD-3-UNAVAILABLE: UDLD error handling %s interface: %s

**Explanation** A software error occurred in UDLD processing associated with a specific interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## UBL Messages

This section contains Universal Boot Loader (UBL) messages.

### UBL-2

**Error Message** %UBL-2-SLAVE\_FAIL: Could not download image due to - [chars].

**Explanation** The standby supervisor engine could not carry out its task of downloading an image from the active supervisor engine due to the reason mentioned in the error message. This could be due to an internal error or due to an old image running on the active supervisor engine that does not support UBL. Prior error messages might provide more information about the actual problem.

**Recommended Action** Ensure the conditions mentioned in the message are met. If preceding error messages in the log indicate that this is an internal error, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# UDLD Messages

This section contains UniDirectional Link Detection (UDLD) protocol messages.

## UDLD-3

**Error Message** %UDLD-3-UDLD\_IDE\_ERROR: UDLD error handling %s interface: %s

**Explanation** A software error occurred in UDLD processing associated with a specific interface.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %UDLD-3-UDLD\_INTERNAL\_ERROR: UDLD internal error: %s

**Explanation** A software sanity check failed in the course of UDLD processing.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %UDLD-3-UDLD\_INTERNAL\_IF\_ERROR: UDLD internal error, interface %s: %s

**Explanation** A software sanity check failed in the course of UDLD processing.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %UDLD-3-UDLD\_NOKADIS: UDLD unable to create the kadis timer, status [dec]

**Explanation** A failure occurred during creation of the kadis timer from UDLD pseudo preemptive process.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %UDLD-3-UDLD\_NOPREEMP: UDLD unable to create pseudo preemptive process

**Explanation** A failure occurred during creation of the UDLD pseudo preemptive process.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %UDLD-4-UDLD\_PORT\_DISABLED: UDLD disabled interface %s, %s detected

**Explanation** An interface was disabled because UDLD protocol detected the cause indicated on the interface indicated. Cause is likely due to bad interface hardware or cable misconfiguration. User should investigate.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## UDLD-4

**Error Message** %UDLD-4-UDLD\_PORT\_FAILURE: UDLD failure reported per user request, interface [chars], [chars] detected,

**Explanation** An interface failure was reported because UDLD protocol detected the cause indicated on the interface. Cause is likely due to bad interface hardware or cable misconfiguration. Interface not err-disabled as user choose to see error-report. User should investigate and take action.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## UDLD-6

**Error Message** %UDLD-6-UDLD\_PORT\_LINKDOWN: Fast UDLD cache times out for intf [chars], moves port to linkdown state

**Explanation** Fast UDLD cache entry for the reported interface times out. This could be due to either remote side port shut, LC OIR, or real link failure. UDLD moved the port to linkdown state for all cases. If this is not caused by a link failure, UDLD should receive a PM linkdown notification within the next 4 seconds. If UDLD does not receive any notification, then it will consider this a link failure and will err-disable the port.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %UDLD-6-UDLD\_PORT\_RESET: UDLD reset interface %s

**Explanation** A port which had been disabled for UDLD has been reset.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance,

open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## UFAST\_MCAST\_SW-3

**Error Message** %UFAST\_MCAST\_SW-3-SW-3-PROC\_START\_ERROR: No process available for transmitting UplinkFast packets.

**Explanation** UplinkFast packets will not be transmitted as the process could not be created.

**Recommended Action** UplinkFast will not work unless you reload. If this problem persists even after reload, please contact your Cisco Technical Support representative with the configuration and technical support information.

## UFAST\_MCAST\_SW-4

**Error Message** %UFAST\_MCAST\_SW-4-UNAVAILABLE: No memory is available for transmitting UplinkFast packets on Vlan %d.

**Explanation** UplinkFast packets will not be transmitted on Vlan %d due to a lack of memory.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

## UNIX-1

**Error Message** %UNIX-1-UNAVAILABLE: System aborted

**Explanation** The system aborted. Record the output from the following commands: show proc mem (repeated twice) show memory show buffers show version show runing-config.

**Recommended Action** Provide this information and the error message to your technical support representative.

## UNIXLC\_SPA-3

**Error Message** %UNIXLC\_SPA-3-CMDNOINT: HWIDB Null for command %d, port %#x

**Explanation** The Route Processor passed down a port number that is unknown on the carrier card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-INVALID\_IF: Attempted to access HWIDB for port %u on slot %d subSlot %d

**Explanation** The IOU attempted to access the HWIDB associated with a non-existent port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNIXIPCALLOCFAIL: Failed to allocate Common IPC buffer %s

**Explanation** The Carrier Card failed to allocate a buffer for communication with the Route Processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE:

**Explanation** Pointer to object for bay %d is NULL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Attempted to access HWIDB for port %u on slot %d subSlot %d

**Explanation** The IOU attempted to access the HWIDB associated with a non-existent port.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d - FCI type not set

**Explanation** An FCI type of zero was detected

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d - Invalid anyphy number %u for vc %d

**Explanation** Interface has invalid anyphy number

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d 12V power is %s

**Explanation** SPA 12V power fault indicator

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d initialization failure

**Explanation** Failed to create SPI4 subblock

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d, spi4 configuration failure, error %d

**Explanation** Failed to configure SPI4 interface

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Bay %d: %s

**Explanation** An unexpected error has occurred.

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Creation: port %d vc %d

**Explanation** Failed to create a hwidb.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: EFC error - interface %s, vc %d, anyphy %d, err\_code %d : %s

**Explanation** Failed to configure efc channel/parameters

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to %s SPA reference clock on %s

**Explanation** The SPA driver is not able to correctly configure the SPA reference clock on the specified interface. This indicates a hardware error.

**Recommended Action** No action is required.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to allocate Common IPC buffer %s

**Explanation** The Carrier Card failed to allocate a buffer for communication with the Route Processor.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to initialize SPA main c2w bus for subslot %d (status = %d)

**Explanation** The SPA driver is not able to initialize SPA main c2w. This indicates a hardware error.

**Recommended Action** No action is required.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to provision EFC for interface %s (status = %d)

**Explanation** The SPA driver is not able to provision EFC for the interface specified in the message. This indicates a hardware error.

**Recommended Action** No action is required.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to unprovision EFC for VC %s (status = %d)

**Explanation** The SPA driver is not able to unprovision EFC for the interface specified in the message. This indicates a hardware error.

**Recommended Action** No action is required.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Failed to update EFC flow control identifier for interface %s (status = %d)

**Explanation** The SPA driver is not able to update the datapath EFC flow control identifier for the interface specified in the message. This indicates a hardware error.

**Recommended Action** No action is required.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: HWIDB Null for command %d, port %#x

**Explanation** The Route Processor passed down a port number that is unknown on the carrier card.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: ISR return code out of range. rc=%d

**Explanation** The ISR error return code is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Link record error - Bay %d vc %d, error code %d

**Explanation** Error processing link record structure

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl) or contact your Cisco technical support representative. Be sure to provide the the information you have gathered and a 'show tech-support' to your support representative, or attach it to your case in non-zipped, plain text format (.txt).

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: SPA Sonet clock has failed (status = 0x%08x)

**Explanation** The SPA SONET clock has failed. SPAs that rely on the SPA SONET clock for proper operation, such as POS and ATM will be affected.

**Recommended Action** If the SPA Sonet clock does not recover, perform an OIR. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: SPA Sonet clock has recovered (status = 0x%08x)

**Explanation** SPA Sonet clock has recovered

**Recommended Action** No action is required.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Subslot %d, spa controller initialisation failure, error %d

**Explanation** Failed to initialise SPA controller

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software

issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: Subslot, spa controller EFC configuration failure, error %d

**Explanation** Failed to configure SPA controller EFC

**Recommended Action** Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-3-UNAVAILABLE: subSlot %d, spatype 0x%x. Device error: %s

**Explanation** An error related to a device on the SPA is detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## UNIXLC\_SPA-4

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Subslot %d SPA BUS access failed. No SPA present error

**Explanation** SPABUS has reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Subslot %d, %s SPA BUS access failed. timeout=%u err=%u par=%u err\_c=0x%x addr=0x%08x data =0x%x

**Explanation** SPABUS has reported an error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Total SPA bandwidth exceeds line card capacity of %lu Mbps

**Explanation** The total bandwidth of SPAs exceeds the rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

**Error Message** %UNIXLC\_SPA-4-UNAVAILABLE: Total SPA bandwidth exceeds line card capacity, full utilization of installed SPA interfaces is not supported

**Explanation** The total bandwidth of SPAs exceeds the rated capacity of this line card.

**Recommended Action** Refer to the line card guidelines for the maximum allowed aggregated SPA bandwidth for the line card

## UNIXLC\_SPA-6

**Error Message** %UNIXLC\_SPA-6-UNAVAILABLE: Bay %d %s changed to %s

**Explanation** SPA OIR Sequence

**Recommended Action** No action is required.

## UNIXRP-3

**Error Message** %UNIXRP-3-CARDERR: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP-3-UNAVAILABLE: %s %u (%s)

**Explanation** Failed to create IPC seat for line card

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP-3-UNAVAILABLE: %s (%u)

**Explanation** IPC slot error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP-3-UNAVAILABLE: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-POWER\_CYCLE: %s occurred on Shared Port Adapter %u/%u

**Explanation** An error has occurred which will cause the Shared Port Adapter to be power cycled

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE:

**Explanation** Pointer to object for slot %d, bay %d is NULL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Creation: slot %d subSlot %d port %d vc %d

**Explanation** Failed to create an interface hwidb.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to allocate IPC buffer %s

**Explanation** The RP failed to allocate a buffer for communication with a SPA

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to allocate a flow control identifier for interface %s

**Explanation** The SPA driver is not able to allocate the datapath flow control identifier for the interface specified in the message. This indicates a software error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to initialize data structure for SPA port %d/%d/%d

**Explanation** A SPA driver was not able to properly initialize a data structure mentioned in the message. This indicates a software error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to provision interface %s

**Explanation** The SPA driver is not able to provision the interfaces specified in the message. Verify that the SPA hardware is not provisioned above the supported limit. Otherwise, this indicates a hardware error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to release a flow control identifier for interface %s (status = %d)

**Explanation** The SPA driver is not able to release the datapath flow control identifier for the interface specified in the message. This indicates a software error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to retrieve datapath identifier for interface %s

**Explanation** The SPA driver is not able to retrieve the datapath identifier for the interface specified in the message. This indicates a software error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Failed to update connection identifier for interface %s

**Explanation** The SPA driver is not able to update the datapath connection identifier for the interface specified in the message. This indicates a software error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: HWIDB not found: slot %d, bay %d, port %d

**Explanation** A NULL hwidb is encountered

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: NULL

**Explanation** A SPA driver is not able to retrieve the data structure mentioned in the message. This indicates a software error.

**Recommended Action** No action is required.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: Power to IPSEC-SPA-2G in %s is denied because it has exceeded the number allowed(%d)

**Explanation** The number of IPSEC-SPA-2G in a chassis is limited. This message is displayed when the number of IPSEC-SPA-2G in the chassis has exceeded this limit.

**Recommended Action** Use only the number of supported IPSEC-SPA-2G

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: slot %d subSlot %d, PID %s

**Explanation** Failed to get information about the host linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: slot %d subSlot %d, spaType 0x%x

**Explanation** Failed to get information about the host linecard.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-3-UNAVAILABLE: slot=%d port=%d, hwidbType=0x%x, max\_port\_num=%d, Lctype=0x%x

**Explanation** The port number is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## UNIXRP\_SPA-4

**Error Message** %UNIXRP\_SPA-4-UNAVAILABLE: %s: Expecting response to interface configuration command %u but received response to command %u.

**Explanation** An internal synchronization error occurred while configuring the interface. The configuration may not have succeeded.

**Recommended Action** Check that the running configuration for the interface is correct. If this message occurred on the standby, try reloading the standby to ensure that its configuration is in sync. If this message is repeatable, please Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIXRP\_SPA-4-UNAVAILABLE: %s: No response for interface configuration command %u

**Explanation** A timeout occurred while RP was waiting for a response from line card. This may happen due to line card CPU being too busy to respond to the command.

**Recommended Action** No action is required.

## UNIXRP\_SPA-6

**Error Message** %UNIXRP\_SPA-6-UNAVAILABLE: Module %u reload due to SPA insert in %u/%u.

**Explanation** When inserting a SPA on this carrier card, the cardis reset.

**Recommended Action** No action is required.

## UNIX\_BPD-3

**Error Message** %UNIX\_BPD-3-UNAVAILABLE: %s: (%d)

**Explanation** HWIDB Lookup Error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_BPD-3-UNAVAILABLE: %s: (%s)

**Explanation** Packet Not Available

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## UNIX\_IFUTIL-3

**Error Message** %UNIX\_IFUTIL-3-UNAVAILABLE: %s Pool Creation Error for hwidb: %s

**Explanation** POOL Creation Error

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_IFUTIL-3-UNAVAILABLE: Pak not available, %s: %s

**Explanation** The running configuration was too big to be synced

**Recommended Action** No action is required.

## UNIX\_SPA-3

**Error Message** %UNIX\_SPA-3-UNAVAILABLE:

**Explanation** Pointer to a SPA object is NULL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s

**Explanation** Memory allocation error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s called with NULL hwidb

**Explanation** A NULL hwidb is encountered

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s did not complete %d/%d

**Explanation** An error has occurred during diagnostic test.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s occurred on Shared Port Adapter %u/%u

**Explanation** An error has occurred which will cause the Shared Port Adapter to be power cycled

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s vector is not initialized. spaType=0x%x

**Explanation** A required function vector is not initialized

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: %s virtual function table is not initialized. spaType=0x%x

**Explanation** A required function table is not initialized

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: Data conversion error (%s, 0x%X)

**Explanation** An internal software error has occurred when converting the data specified in the message from one representation to another.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: Failed to create SPA SB

**Explanation** Failed to create a SPA subblock.

**Error Message** v%UNIX\_SPA-3-UNAVAILABLE: Failed to send configuration for %s to carrier-card for subslot=%d/%d

**Explanation** Sending configuration failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: IPC failure while %s

**Explanation** An error has occurred while preparing or sending an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: cardwide-port = %d, max cardwide-port = %d

**Explanation** Invalid cardwide-port number.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: index1= %d, index2= %d, maxIndex= %d

**Explanation** Invalid index range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: index= %d, spaType=0x%x, slot %d subSlot %d slotunit %d vc %d

**Explanation** Index for the interface is not valid.

**Error Message** v%UNIX\_SPA-3-UNAVAILABLE: interface type %s, slot %d port %d vc %d : %s

**Explanation** Data required to support the interface is not available.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: slot= %d, max slot = %d

**Explanation** Invalid slot number.

**Error Message** v%UNIX\_SPA-3-UNAVAILABLE: slot=%d subslot=%d, PID=%s lc\_type=0x%x.

**Explanation** Failed to create a SPA object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UNIX\_SPA-3-UNAVAILABLE: slot=%d subslot=%d, spa\_type=0x%x, lc\_type=0x%x.

**Explanation** Failed to create a SPA object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## UNICAST\_FLOOD Messages

This section contains unicast flooding (UNICAST\_FLOOD) messages.

### UNICAST\_FLOOD-4

**Error Message** %UNICAST\_FLOOD-4-DETECTED: Host [enet] on vlan [dec] is flooding to an unknown unicast destination at a rate greater than/equal to [dec] Kfps

**Explanation** A host was found going up and down between ports.

**Recommended Action** Verify the reason why the host is sending traffic to an unknown unicast destination.

**Error Message** %UNICAST\_FLOOD-4-FILTER\_TABLE\_FULL: The filter table is full

**Explanation** The system has detected too many unicast floods to unknown destinations.

**Recommended Action** Investigate the reason why so many hosts in the network are sending traffic to unknown unicast destinations.

## UNICAST\_FLOOD-5

**Error Message** %UNICAST\_FLOOD-5-FILTER\_INSTALLED: Filter for host [enet] has been installed. It will be removed in [dec] minute(s)

**Explanation** A host was flooding unicast packets to an unknown destination. A filter has been installed.

**Recommended Action** No action is required.

## UTIL Messages

This section contains utility messages.

### UTIL-3

**Error Message** %UTIL-3-TREE: Data structure error--%s

**Explanation** A software error occurred, resulting in a data structure inconsistency.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %UTIL-3-UNAVAILABLE: Data structure error -- %s

**Explanation** A software error occurred, resulting in data structure inconsistency.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %UTIL-3-UNAVAILABLE: Data structure error--%s

**Explanation** A software error occurred, resulting in a data structure inconsistency.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Ask for their assistance in obtaining a version of code with the error fixed.

**Error Message** %UTIL-3-UNAVAILABLE: internal inconsistency %d %x

**Explanation** A fatal software error occurred.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %UTIL-3-UNAVAILABLE: null pointer input to range function

**Explanation** An attempt was made to access a range function with a NULL pointer. The range list creation failed.

**Recommended Action** Review the error log for a corresponding malloc failed message. Copy the error message exactly as it appears, and report it to your technical support representative.

## UTIL-6

**Error Message** %UTIL-6-UNAVAILABLE: A pseudo-random number was generated twice in succession

**Explanation** A pseudo-random number generator produced the same number twice in succession.

**Recommended Action** Under normal circumstances a pseudo-random number generator will occasionally produce the same number twice in succession and this is not a problem. However if this message occurs frequently, the system should be manually reloaded. If the message is persistent across reloads, copy the error message exactly as it appears, and report it to your technical support representative.

## VACL Messages

This section contains VLAN ACL messages.

### VACL-4

**Error Message** %VACL-4-VLANACCESSMAP\_ACTION\_CHANGED: No redirect interfaces, map <[chars]> - sequence [dec] action set to DROP

**Explanation** One or more redirect interfaces were removed, leaving the redirect interface list empty and changing the sequence action to DROP.

**Recommended Action** Update the sequence, adding one or more valid redirect interfaces to the affected VLAN access maps.

**Error Message** %VACL-4-VLANACCESSMAP\_CWAN\_DELETE: VLAN ACCESS-MAP [chars] applied on [chars] will be removed.

**Explanation** Logical interface(MFR,MLP) with a VACL Access-map is being removed so the associated vlan filter will be removed to avoid config errors and inconsistencies

**Recommended Action** User has to re-configure the vlan filter if the removed logical interface is being removed

**Error Message** %VACL-4-VLANACCESSMAP\_RDT\_DELETE: [chars] [chars] is removed from redirect list of map: [chars] - sequence [dec]

**Explanation** One of the redirect interfaces in a VLAN access map needed to be removed from a redirect sequence. This situation can occur if the interface was deleted or became an active member of an Ethernet channel that is not supported.

**Recommended Action** Revert the state of the interface and add this redirect interface again to the redirect sequence for the affected VLAN access maps.

## VALENCIA Messages

This section contains Services SPA Carrier Card (SSC-600) Valencia ASIC messages.

### VALENCIA-3

**Error Message** %VALENCIA-3-GIO: Bay [dec]: [chars].

**Explanation** A data corruption due to a parity error was detected on the GIO bus.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-NP: Bay [dec], [chars][dec]: [chars].

**Explanation** Data corruption was detected in one of the network processors.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-PL3: Bay [dec]: [chars].

**Explanation** A data corruption due to a parity error was detected on the PL3 interface.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-PLL\_LOCK: Bay [dec]: [chars] PLL Lock Failure

**Explanation** The specified phase-locked loop (PLL) failed to lock.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-PPE: Bay [dec], [chars]: [chars].

**Explanation** Data corruption was detected in the VLAN RAM.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-SPI\_FIFO: Bay [dec], [chars]: [chars] [chars].

**Explanation** Data corruption was detected in one of the SPI FIFOs.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-SPI\_SNK: Bay [dec]: [chars].

**Explanation** There was an error receiving data from the SPA, possibly due to data corruption.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-SPI\_SNK\_CHAN: Bay [dec]: [chars] error on channel [dec].

**Explanation** There was an error receiving data from the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VALENCIA-3-SPI\_SRC: Bay [dec]: [chars].

**Explanation** There was an error sending data to the SPA.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VDD Messages

This section contains virtual device driver (VDD) messages.

### VDD-3

**Error Message** %VDD-3-NULL\_CB: Supplied %s control block is NULL. %s

**Explanation** An NULL control block was passed internally as part of an operation to read or write to the required register or memory address. As a result, the operation could not be processed and the address contents are now incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VDD-3-NULL\_SPACE\_CB: Supplied %s space control block is NULL. %s

**Explanation** An NULL space control block was passed internally as part of an operation to read or write to the required address. As a result, the operation could not be processed and the address contents are now incorrect.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VDD-3-SIZE\_TOO\_LARGE: An attempt was made to create a %s of size %d bits.

**Explanation** The virtual device driver received a request to create a data entity that is larger than allowed. Because the entry cannot be created, its data will be lost.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VFI Messages

This section contains virtual forwarding instance (VFI) messages.

### VFC-1

**Error Message** %VFC-1-UNAVAILABLE: %s , Error interrupt occurred type = 0x%x.

**Explanation** The DMA engine cannot get to the PCI bus, to read descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: %x packet(size %d) too big.

**Explanation** A packet greater than the 256 bytes received on this interface.

**Recommended Action** The system should recover. No action is required. If the problem reoccurs, it indicates an error that might be related to data traffic patterns. Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: No more ring descriptors available on %d slot.

**Explanation** The VFC driver cannot queue messages onto Rossini dma engine for transmit.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative. Reset the DSP's on this port module.

**Error Message** %VFC-1-UNAVAILABLE: VFC (%d/%d), vfc dual-ported memory unavailable.

**Explanation** The router or access server could not allocate dual-ported memory for the descriptors.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: VFC in slot %d: Incorrect %d DSP-ID passed by SPI.

**Explanation** The DSP ID provided by the SPI for download is not valid.

**Recommended Action** Call your technical support representative for assistance.

**Error Message** %VFC-1-UNAVAILABLE: vfc(%d), No dsp module has been found.

**Explanation** The software did not find any of DSP module plugged into the voice card.

**Recommended Action** Check the part number on the dspm card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: vfc(%d), vfc cards has an invalid configuration.

**Explanation** The software did recognized more dsp interface port than it can support on this card.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

**Error Message** %VFC-1-UNAVAILABLE: vfc(%d), vfc dspm daughter card has an unknown id of %x

**Explanation** The software did not recognize the type of DSP module plugged into the voice card.

**Recommended Action** Check the part number on the dspm card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

## VFI-3

**Error Message** %VFC-3-UNAVAILABLE: %s Unable to download the Application overlay firmware. Status returned 0x%x

**Explanation** Error initializing the DSP with the application/overlay firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFC-3-UNAVAILABLE: %s Unable to download the Boot loader firmware, ret = 0x%x

**Explanation** Error initializing the DSP with the bootloader firmware.

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFC-3-UNAVAILABLE: %s, Error analyzing the device in slot %d.

**Explanation** The feature card in this slot could not be recognized.

**Recommended Action** Power down, reinsert voice feature card and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFC-3-UNAVAILABLE: VFC in slot %d: PCI device not supported.

**Explanation** A interface controller device did not report correct device ID

**Recommended Action** Power down, reinsert Port Module and reboot. If message recurs, call your technical support representative for assistance.

**Error Message** %VFI-3-UNAVAILABLE: %s

**Explanation** An illegal event has been processed by the xconnect subsystem.

**Recommended Action** LOG\_STD\_NO\_ACTION

## VFI-4

**Error Message** %VFI-4-CONFIG: %s

**Explanation** The specified configuration data for a virtual forwarding instance (VFI) is invalid.

**Recommended Action** No action is required.

# VINES Messages

This section contains Banyan Virtual Integrated Network Service (VINES) messages.

## VINES-2

**Error Message** %VINES-2-UNAVAILABLE: %s called with %s parameter set to %s

**Explanation** One of the VINES lookup functions was called with an illegal argument.

**Recommended Action** Copy the message exactly as it appears, do a memory dump up to 128 bytes and the location specified in the error message, and report this information to your technical support representative.

**Error Message** %VINES-2-UNAVAILABLE: Bad %s in path for neighbor entry %z

**Explanation** While searching the neighbor table, the code determined that a pointer that should point to a VINES path structure actually points to some other structure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES neighbor table. This will result in a temporary loss of connectivity until all neighbors and routes are relearned.

**Error Message** %VINES-2-UNAVAILABLE: Bad %s in route for server entry %Z

**Explanation** While searching the routing table, the code determined that a pointer that should point to a VINES route structure actually points to some other structure.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table. This will result in a temporary loss of connectivity until all routes are relearned.

**Error Message** %VINES-2-UNAVAILABLE: Caching of %s not supported on %s

**Explanation** The cache population routing for VINES fast switching was called for an interface that does not support VINES fast switching.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If other encapsulation types are available on the interface, try using them. If this problem is not limited to one or two destinations but rather occurs with all traffic using the interface, disable VINES fast switching for the interface until you have identified the real cause of the problem.

**Error Message** %VINES-2-UNAVAILABLE: Cannot build cache entry (%d bytes) for %#z on %s

**Explanation** VINES fast switching detected that the packet destined to a given address did not have proper encapsulation information or its encapsulation size was too large to fit into the cache.

**Recommended Action** Verify that the VINES encapsulation and interface-specific mappings for the interface concerned are properly configured. Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %VINES-2-UNAVAILABLE: Detected a corrupted entry in the %s table

**Explanation** The VINES code detected that an internal table entry was corrupted.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If possible, clear the VINES routing table or neighbor table, depending on the table in which the corrupted entry was observed. This will result in a temporary loss of connectivity until the routing or neighbor table is rebuilt.

**Error Message** %VINES-2-UNAVAILABLE: Duplicate address detected on interface %s

**Explanation** The router detected that its VINES address is being used by another router.

**Recommended Action** To identify the other router that is using this address, manually inspect each router's configuration. When you have identified the router with the duplicate address, issue the vines routing recompute command on both routers or issue the enable vines routing command, specifying specify a unique address. If one of the routers does not support the recompute keyword, disable VINES on that router, issue the write terminal command to save the configuration to memory, reboot the router, and then enter the vines routing command with a unique vines address on the offending routers until each router has a unique address.

**Error Message** %VINES-2-UNAVAILABLE: Encapsulation failed for %#z via %#z on %s

**Explanation** VINES fast switching encountered an encapsulation failure when building a cache entry for a neighbor.

**Recommended Action** Examine your configuration for causes of the encapsulation failure. Look for missing map statements, interfaces that have gone down, and so on. If this error results in lost connectivity, disable vines fast switching by issuing the no vines route-cache command. Because disabling fast switching will slow network perform, you should issue the vines route-cache command to re-enable fast switching as soon as you have identified the cause of the problem. If you cannot identify the cause, contact your technical support representative. Provide the output of the show vines cache, show vines neighbor, and show vines route commands for the destination address and neighboring routers you are using. Also provide the output of the show interface and show vines interface commands for the incoming and outgoing interfaces.

**Error Message** %VINES-2-UNAVAILABLE: Encapsulation failed on %s for address %#z

**Explanation** The VINES code tried to send a packet on an interface that does not have a new encapsulation routine for outbound packets.

**Recommended Action** Toggle the problematic interface by issuing the interface shut and no shut commands, and then issue the no vines metric and vines metric command see if the problem goes away. If the problem persists, copy the message exactly as it appears, and report it your technical support representative. If possible, turn on and provide interface- specific debug traces, particularly for VINES activities.

**Error Message** %VINES-2-UNAVAILABLE: Error %s

**Explanation** The VINES code ran into a situation that should not happen. For example, an IPC port number needs to be allocated, but all 65535 port numbers are currently in use. Another possible cause is that VINES attempted to add a cache entry but had no path associated with the destination address. This may cause temporary slow performance to only those stations that have experienced this inconsistency until complete cache entries are added. However, connectivity should not be lost, because all data traffic can still be routed via process-level switching.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. If the warning message is about IPC port number depletion, use the show vines ipc command to check how many IPC ports are currently in use by which services and determine whether the IPC connections are all legitimate. To release IPC ports, issue the clear vines ipc command. If the warning message is about vines cache entries, provide the contents of the vines route cache, neighbor, and route tables immediately after the error messages appeared. If the problem persists, issue the clear vines cache command, and monitor the router if the situation improves.

**Error Message** %VINES-2-UNAVAILABLE: No buffers available for %s

**Explanation** There were no buffers available to send a VINES service query or reply.

**Recommended Action** Examine your system's memory and buffer capacity and compare it with current usage. If you notice a substantial discrepancy, monitor your system for possible memory leaks or buffer drainage and report the problem to your technical support representative, along with the output of the show memory, show memory processor, show buffers, show buffers assigned, and show buffers old commands.

**Error Message** %VINES-2-UNAVAILABLE: RTP timer for %s was found disabled, and was reset

**Explanation** An internal interface timer is not running. This condition usually occurs after an interface is reset.

**Recommended Action** No action is required. The system automatically restarts the timer.

## VINES-6

**Error Message** %VINES-6-UNAVAILABLE: %s service %s routine missing %s vector

**Explanation** There is an inconsistency in the static VINES data structures for handling application-layer packets.

**Recommended Action** Turn on VINES service level debugging for the service reported in the error message, and copy the debug traces and the error message exactly as they appear, and report them to your technical support representative.

**Error Message** %VINES-6-UNAVAILABLE: %s service %s routine not found while %s

**Explanation** There is an inconsistency in the active VINES service description data structures. A service handler routine cannot find the description of its own service.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative. In addition, provide the output of the show vines service command and debug vines service traces for the service reported in the error message.

**Error Message** %VINES-6-UNAVAILABLE: IPC port %d registered without a service

**Explanation** There is an inconsistency in the active VINES data structure for handling Net RPC messages. A message was received for a port that should have a service description, but that service description cannot be found.

**Recommended Action** Enter the show vines ipc command and see whether the reported IPC port has a registered service. Copy the message exactly as it appears, and report it to your technical support representative, if possible, along with output of the debug vines netrpc command.

**Error Message** %VINES-6-UNAVAILABLE: IPC port %d registered without an upcall (%s)

**Explanation** There is an inconsistency in the active VINES data structure for handling IPC data messages. A message was received for a port that should have a listener, but the listener routine cannot be found.

**Recommended Action** Examine the IPC ports currently supported on the router by issuing the show vines ipc command, and see whether the reported IPC port is indeed not active. Copy the message exactly as it appears, and report it to your technical support representative along with the output of the debug vines ipc command.

## VIP Messages

This section contains Versatile Interface Processor (VIP) messages.

## VIP-2

**Error Message** %VIP-2-NOICBS: No MEMD icbs left for PA %d Interface %d

**Explanation** No Switch Processor (SP) interrupt control block structure was associated with the port adaptor or the interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VIP-3

**Error Message** %VIP-3-AFOVERFLOW: VIP address filter table full

**Explanation** VIP Ethernet-like interface uses an internal MAC address table to filter incoming packets. Once the table is full, additional address entries are rejected. Any incoming packet with destination address not in the the table will be ignored.

**Recommended Action** The address table is consumed by various protocols, like PIM or HSRP. If too many HSRP is configured for one interface, the entry could be exhausted. The suggested solution would be to distribute some of those HSRP entries to other Ethernet interface.

**Error Message** %VIP-3-BADMALUCMD: Unsupported MALU command %d, arg=%#x, pascb=%#x

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was not prepared to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-CMDNOPASCB: PASCB Null for command %d, arg=%#x

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was unprepared to handle.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-INVALID\_BUS\_NO: Invalid Bus Number %d in MVIP Mask Setting

**Explanation** An invalid bus number was entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-IO\_PARITY\_NOT\_IMPLEMENTED: IO Memory Parity Error Test not implemented

**Explanation** A function to check memory parity errors was called, but the I/O Memory Parity Error Test has not been implemented

**Recommended Action** Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests.

**Error Message** %VIP-3-LOVELETTER\_STAT\_SEND\_ERROR: %s : Loveletter Stats Send Failed

**Explanation** An attempt to send a statistics love letter from the VIP has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-LOVENOTE\_ERR: Lovenote for %s not delivered to RSP

**Explanation** A Status update for this interface could not be sent to the RSP because of temporary non-availability of buffer headers.

**Recommended Action** If the interface has not come up after rebooting, configure **shutdown** and then **no shutdown** for the interface

**Error Message** %VIP-3-LOVENOTE\_SEND\_ERROR: Love Note for %s - sending failed.

**Explanation** An attempt to send a love note from the VIP has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-LQR\_IPC\_FAIL: %s

**Explanation** The IPC Port through which RSP will send LQRs to VIP failed to initialise. The PPP link might go down because of this error.

**Recommended Action** Disable LQM configured on the PPP link and contact Cisco Technical representative

**Error Message** %VIP-3-MALLOC\_FAILURE\_IPC: Failed to allocate IPC message to contact process

**Explanation** A memory allocation failure has occurred during the processing of an IPC message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-MALLOC\_FAILURE\_IPFAST\_ENCAP: IPFAST\_ENCAP:malloc failed to allocate.

**Explanation** A memory allocation failure has occurred in the IPFAST\_ENCAP module.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-NODISPATCH: Dispatch vector Null, cmd=%d, dintf=%d

**Explanation** No command dispatch vector was found for the specified interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-PA\_NOT\_SUPPORTED: %s PA in bay %d not supported on %s

**Explanation** The specified PA is not supported on the specified platform.

**Recommended Action** Refer to the appropriate support documents for more details about the platforms that are supported.

**Error Message** %VIP-3-SYSTEM\_EXCEPTION: VIP System Exception occurred sig=%d, code=%#x, context=%#x

**Explanation** A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-SYSTEM\_EXCEPTION: VIP System Exception occurred sig=%d, code=%#x, context=%#x

**Explanation** A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: IO Memory Parity Error Test not implemented

**Explanation** A function to check memory parity errors was called, but the I/O Memory Parity Error Test has not been implemented

**Recommended Action** Refer to related support documents or contact your Cisco technical support representative for more information about parity error tests.

**Error Message** %VIP-3-UNAVAILABLE: %s : Loveletter Stats Send Failed

**Explanation** An attempt to send a statistics love letter from the VIP has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: %s

**Explanation** The IPC Port through which RSP will send LQRs to VIP failed to initialise. The PPP link might go down because of this error.

**Recommended Action** Disable LQM configured on the PPP link and contact Cisco Technical representative

**Error Message** %VIP-3-UNAVAILABLE: %s PA in bay %d not supported on %s

**Explanation** The specified PA is not supported on the specified platform.

**Recommended Action** Refer to the appropriate support documents for more details about the platforms that are supported.

**Error Message** %VIP-3-UNAVAILABLE: A Cybus Error occurred.

**Explanation** The MVIP error interrupt handler has been called a Cybus error.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: A Cybus Error occurred.

**Explanation** The SVIP error interrupt handler has been called due to a Cybus error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: A PCI bus 1 parity error. .

**Explanation** A PCI bus 1 parity error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: A PMA Error occurred.

**Explanation** The SVIP error interrupt handler has been called due to a PMA error.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: An unknown IPC message type %x

**Explanation** An unidentified IPC message in the VIP IPFAST\_DS module has been received.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Crashinfo initiation failed on the VIP.

**Explanation** The crash information (crashinfo) file for the VIP could not be collected because the process to collect the crashinfo file could not be properly initiated.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: DRAM Reno ASIC write bus error:Error address = 0x%08x, %s.

**Explanation** A Reno ASIC write bus error has occurred.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Dispatch vector Null, cmd=%d, dintf=%d

**Explanation** No command dispatch vector was found for the specified interface.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VIP-3-UNAVAILABLE: Failed to allocate IPC message to contact process

**Explanation** A memory allocation failure has occurred during the processing of an IPC message.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Failed to open port while connecting to process statistics: error code = %s

**Explanation** An error occurred during an attempt to open a port for an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Failed to send process statistics update : error code = %s

**Explanation** An error occurred during an attempt to send an IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: IO Reno ASIC bus error:Error address = 0x%08x, %s.

**Explanation** An I/O Reno ASIC bus error has occurred.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: IPFAST\_DS : Bad message of size=%d received

**Explanation** An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: IPFAST\_ENCAP : Bad IPC message of size=%d received

**Explanation** An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: IPFAST\_ENCAP:malloc failed to allocate.

**Explanation** A memory allocation failure has occurred in the IPFAST\_ENCAP module.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Invalid Bus Number %d in MVIP Mask Setting

**Explanation** An invalid bus number was entered in the MVIP mask setting function. The bus number should be 1 or 2 because the MVIP has only two PCI buses.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Invalid queue size: value = %u

**Explanation** An invalid queue size has been found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Love Note for %s - sending failed.

**Explanation** An attempt to send a love note from the VIP has failed.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: Lovenote for %s not delivered to RSP

**Explanation** A Status update for this interface could not be sent to the RSP because of temporary non-availability of buffer headers.

**Recommended Action** If the interface has not come up after rebooting, configure **shutdown** and then **no shutdown** for the interface

**Error Message** %VIP-3-UNAVAILABLE: PASCB Null for command %d, arg=%#x

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was unprepared to handle.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 0 parity error.

**Explanation** A PCI bus 0 parity error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 0 system error.

**Explanation** A PCI bus 0 system error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 1 system error.

**Explanation** A PCI bus 1 system error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 2 parity error.

**Explanation** A PCI bus 2 parity error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: PCI bus 2 system error.

**Explanation** A PCI bus 2 system error has been encountered.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Packet memory ECC single-bit exception addr = %08x  
data = %08x

**Explanation** A packet memory ECC single-bit error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Packet memory single-bit errors exceed maximum limit of %d

**Explanation** The number of packet memory ECC single-bit errors have been exceeded the maximum limit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

[http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Processor memory ECC single-bit exception addr = %08x data = %08x

**Explanation** A processor memory ECC single-bit error has been detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Processor memory single-bit errors exceed the maximum limit of %d

**Explanation** The number of Processor memory ECC single-bit errors have been exceeded the maximum limit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Received unknown IPC message type %x

**Explanation** An unidentified IPC message has been received in the VIP IPFAST\_ENCAP module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC read parity error - bytes 0 & 1.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 0 and 1.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC read parity error - bytes 2 & 3.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 2 and 3.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC write parity error - bytes 0 & 1.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 0 and 1.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Reno ASIC write parity error - bytes 2 & 3.

**Explanation** A Reno ASIC write parity error has been encountered for bytes 2 and 3.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: SVIP Reload is called.

**Explanation** An SVIP reload was initiated because of a VIP failure.

**Recommended Action** LOG\_STD\_VIP\_RECUR\_ACTION

**Error Message** %VIP-3-UNAVAILABLE: Undefined idb type %d

**Explanation** This message is sent from the VIP kernel when it sees a media type other than Ethernet, Token-Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. The message might be caused by having an older version of the software running on a device with a new VIP port adapter.

**Recommended Action** Check whether the version of the software being run supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %VIP-3-UNAVAILABLE: Unsupported MALU command %d, arg=%#x, pascb=%#x

**Explanation** The Route Processor (RP) or the Route/Switch Processor (RSP) passed down a command that the software was not prepared to handle.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VIP-3-UNAVAILABLE: VIP System Exception occurred sig=%d, code=%#x, context=%#x

**Explanation** A system exception error has occurred in the VIP. See the VIP console for more information and for the context dump.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-UNAVAILABLE: VIP address filter table full

**Explanation** VIP Ethernet-like interface uses an internal MAC address table to filter incoming packets. Once the table is full, additional address entries are rejected. Any incoming packet with destination address not in the the table will be ignored.

**Recommended Action** The address table is consumed by various protocols, like PIM or HSRP. If too many HSRP is configured for one interface, the entry could be exhausted. The suggested solution would be to distribute some of those HSRP entries to other Ethernet interface.

**Error Message** %VIP-3-UNDEFIDBTYPE: Undefined idb type %d

**Explanation** This message is sent from the VIP kernel when it sees a media type other than Ethernet, Token-Ring, or serial. These are the media types supported by Cisco IOS Release 11.2 on the VIP. The message might be caused by having an older version of the software running on a device with a new VIP port adapter.

**Recommended Action** Check whether the version of the software being run supports the VIP port adapter. If an old software version does not appear to be the problem, copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %VIP-3-UNKNOWN\_MESSAGE\_IPAST\_DS: An unknown IPC message type %x

**Explanation** An unidentified IPC message in the VIP IPFAST\_DS module has been received.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-WRONGSIZE\_IPFAST\_DS: IPFAST\_DS : Bad message of size=%d received

**Explanation** An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %VIP-3-WRONGSIZE\_IPFAST\_ENCAP: IPFAST\_ENCAP : Bad IPC message of size=%d received

**Explanation** An IPC message with an invalid buffer size has been received. The parameters that were specified on the request are inconsistent. A buffer for the IPC message had been requested, but the specified buffer size is invalid or missing. The size of the requested buffer must be specified within the request. This error is due to an internal code problem with the system.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Issue the **show controllers vip slot# tech-support** command to gather data that may help identify the nature of the error. If you cannot determine the nature of the error from the error text or from the **show controllers vip slot# tech-support** command output, contact your Cisco technical support representative and provide the representative with the gathered information.

## VIPMLP Messages

This section contains multilink PPP messages.

**Error Message** %VIPMLP-2-NOINTERLEAVE: %s Interleave not configured due to Insufficient memory

**Explanation** Interleave not configured due to Insufficient memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIPMLP-2-NOVC: %s: packet received for non-existent VC %d

**Explanation** Virtual channel encapsulation is corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VIPMLP-2-UNAVAILABLE: %s Interleave not configured due to Insufficient memory

**Explanation** Interleave not configured due to Insufficient memory.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VIPMLP-2-UNAVAILABLE: %s: packet received for non-existent VC %d

**Explanation** Virtual channel encapsulation is corrupted.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VLAN\_MAPPING\_ISSU Messages

This section contains VLAN mapping in-service software upgrade (ISSU) messages.

### VLAN\_MAPPING\_ISSU-3

**Error Message** %VLAN\_MAPPING\_ISSU-3-BUFFER: vlan\_mapping VLAN Mapping ISSU client failed to get buffer for message, error %d

**Explanation** The VLAN mapping ISSU client was unable to get a buffer for building a negotiation message. As a result, the client cannot send the negotiation message to the standby unit and the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-CAPABILITY: vlan\_mapping VLAN Mapping ISSU client %s

**Explanation** The VLAN mapping ISSU client detected an error during capability negotiation. As a result, there is a mismatch in the client capability between the active and standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-INIT: vlan\_mapping VLAN Mapping ISSU client initialization failed at %s, error %s

**Explanation** The VLAN mapping ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-MSG\_NOT\_OK: vlan\_mapping VLAN Mapping ISSU client message %d is not compatible

**Explanation** The VLAN mapping ISSU client received an incompatible message from the peer unit. The message cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-MSG\_SIZE: vlan\_mapping VLAN Mapping ISSU client failed to get the message size for message %d

**Explanation** The VLAN mapping ISSU client was unable to calculate the message size for the message specified. The client will be unable to send the message to the standby unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-POLICY: vlan\_mapping VLAN Mapping ISSU client message type %d is %s

**Explanation** The VLAN mapping ISSU client received a message type that it does not support. A policy is applied to make the session compatible.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu session** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-SEND\_FAILED: vlan\_mapping VLAN Mapping ISSU client failed to send a negotiation message, error %d

**Explanation** The VLAN mapping ISSU client could not send a session negotiation message to the peer. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show checkpoint client** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-SESSION: vlan\_mapping VLAN Mapping ISSU client %s

**Explanation** The VLAN mapping ISSU client detected an error during a session negotiation with the peer unit. As a result, the standby unit cannot be brought up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %VLAN\_MAPPING\_ISSU-3-TRANSFORM: vlan\_mapping VLAN Mapping ISSU client %s transform failed, error %s

**Explanation** The VLAN mapping ISSU client could not transform the message. If the transmit transformation failed, the checkpoint message cannot be sent to the standby unit. If the receive transformation failed, the checkpoint message cannot be applied on the standby unit. In either case, the vlan\_mapping VLAN Mapping state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## VOA Messages

This section contains Hamptons variable optical attenuator (VOA) subcards messages.

### VOA-3

**Error Message** %VOA-3-HIGH\_ALM\_THR: High Alarm Threshold for optical power on port [chars] [chars]

**Explanation** The high alarm threshold for the optical power level has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VOA-3-HIGH\_WARN\_THR: High Warning Threshold for optical power on port [chars] [chars]

**Explanation** The high warning threshold for the optical power level has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VOA-3-LOW\_ALM\_THR: Low Alarm Threshold for optical power on port [chars] [chars]

**Explanation** The low alarm threshold for the optical power level has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VOA-3-LOW\_WARN\_THR: Low Warning Threshold for optical power on port [chars] [chars]

**Explanation** The low warning threshold for the optical power level has been exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VOICE\_FSM-3

**Error Message** %VOICE\_FSM-3-UNAVAILABLE: NULL

**Explanation** This message can take many forms. It provides information about a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VOICE\_FSM-5

**Error Message** %VOICE\_FSM-5-UNAVAILABLE: NULL

**Explanation** Notification message.

**Recommended Action** LOG\_STD\_NO\_ACTION.

## VOICE\_RC-3

**Error Message** %VOICE\_RC-3-UNAVAILABLE: NULL

**Explanation** This message can take many forms. It provides information about a software error.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VPA-1

**Error Message** %VPA-1-UNAVAILABLE: %s failed to send report %d at %s - line %d

**Explanation** The port adaptor failed to send a report from vip.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VPA-3

**Error Message** %VPA-3-UNAVAILABLE: %s %d/%d got bad VC packet %08x %08x %08x %08x %08x %08x %08x %08x

**Explanation** An interface received a packet with bad VC encapsulation. This indicates either a software or hardware problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPA-3-UNAVAILABLE: %s Command Failed at %s - line %d, arg %d

**Explanation** The port adaptor failed to process a command.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-3-UNAVAILABLE: Firmware for VPA in bay %d crashed with exception %#x

**Explanation** The port adaptor firmware has crashed.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), Init Failed at %s - line %d arg %x

**Explanation** The port adaptor failed to complete hardware initialization.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), TDM timeslot is busy: ST=%d/TS=%d

**Explanation** The port adaptor failed to grand a cross connect setup request.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), TDM timeslot is non busy: ST=%d/TS=%d

**Explanation** The port adaptor failed to grand a cross connect teardown request.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-3-UNAVAILABLE: VPA (bay %d), received an unexpected event=%x

**Explanation** The port adaptor received an unexpected event from firmware.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-3-UNAVAILABLE: VPA-TDM, access failed at %s - line %d, arg1=0x%08x, arg2=0x%08x

**Explanation** The port adaptor failed to access TDM switch.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VPA-5

**Error Message** %VPA-5-UNAVAILABLE: VPA (bay %d), Voice tx ring is full: dma\_done=%d, last\_dma\_done=%d

**Explanation** The port adaptor's voice tx ring is full.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VPA-6

**Error Message** %VPA-6-UNAVAILABLE: Data call is not supported on %s.

**Explanation** Data call is not supported in this version of IOS.

**Recommended Action** Remove data call configuration/setup.

**Error Message** %VPA-6-UNAVAILABLE: No TDM backplane is supported on slot %d.

**Explanation** Cannot cross connect ds0 inter slot without the TDM backplane.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-6-UNAVAILABLE: VPA (bay %d), Data rx ring refill failed: rxd\_fill\_fail=%d

**Explanation** The port adaptor failed to refill data rx ring.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-6-UNAVAILABLE: VPA (bay %d), Voice rx ring refill failed: rxv\_fill\_fail=%d

**Explanation** The port adaptor failed to refill voice rx ring.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %VPA-6-UNAVAILABLE: Voice PA is not supported in this platform.

**Explanation** The port adaptor is not supported in this platform.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## VPD-1

**Error Message** %VPD-1-UNAVAILABLE: An error was encountered during DSP initialization of ATM CES (Voice Processor Deck) port adapter at addr 0x%x.

**Explanation** The port adapter did not successfully initialize. This failure occurred during the DSP initialization of the port adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPD-1-UNAVAILABLE: An error was encountered during initialization of ATM CES (Voice Processor Deck) port adapter in slot %d.

**Explanation** The port adapter did not successfully initialize. This failure occurred during the ATM CES voice processor deck initialization of the port adapter.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPD-1-UNAVAILABLE: VPD in slot %d: VIC daughter card (%s/0x%x) is unsupported

**Explanation** The VIC card plugged into the VPD is not of a supported type

**Recommended Action** Replace this VIC with a type that is supported by this version of IOS, or change the version of IOS to support this VIC type.

**Error Message** %VPD-1-UNAVAILABLE: VPD in slot %d: VIC daughter card has an unknown id of 0x%x

**Explanation** The software did not recognize the type of VIC card plugged into the VPD.

**Recommended Action** Check the part number on the VIC card to see if it is supported in the version of IOS operational on the router or contact your technical support representative.

## VPD-4

**Error Message** %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock %d/0 Tx PLL lost lock! Priority %d %s %s - Tx PLL failed.

**Explanation** The clock source has failed.

**Recommended Action** If an alternate source is available, it will be used.

**Error Message** %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock %d/0 transitioned from Priority %d %s %s to Priority %d %s %s

**Explanation** This warning message indicates a change in the clock source.

**Recommended Action** No action required.

**Error Message** %VPD-4-UNAVAILABLE: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

**Explanation** Warning indicates that ATM CES (Voice Processor Deck) clock used will be internal.

**Recommended Action** No action is required.

## VOICE\_RC\_5

**Error Message** %VOICE\_RC-5-UNAVAILABLE: NULL

**Explanation** Notification message.

**Recommended Action** LOG\_STD\_NO\_ACTION

## VPD Messages

**Error Message** %VPD-4-CESCLK\_INIT: ATM CES (Voice Processor Deck) clock source initialized to local oscillator.

**Explanation** Warning indicates that ATM CES (Voice Processor Deck ) clock used will be internal.

**Recommended Action** No action is required.

## VPDN Messages

This section contains Virtual Private Dialup Networking (VPDN) messages.

### VPDN-3

**Error Message** %VPDN-3-DROP\_ADDR\_MISMATCH: [chars]

**Explanation** The remote server changed its address.

**Recommended Action** Change initiate-to configuration at the LAC to point to the exact IP address LNS will use.

**Error Message** %VPDN-3-IP\_SWITCH\_ERR: 12x ip switching vector not installed

**Explanation** The platform-dependent Layer 2X IP Cisco Express Forwarding (CEF) switching module is missing.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPDN-3-NORESOURCE: [chars] [chars] [chars] no resources for user [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco Network Authentication Server and L2TP access concentrator (NAS/LAC) or the home gateway and L2TP network server (HGW/LNS)) has exhausted its resources for forwarding a VPDN user.

**Recommended Action** Check the available memory of the platform.

## VPDN-4

**Error Message** %VPDN-4-MIDERROR: [chars] [chars] [chars] unable to terminate user [chars] [chars] [chars]

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user because of an internal error. This condition may be resource-related or configuration-related. A reason string may be present in the message text to indicate the point of failure.

**Recommended Action** Check the configuration of the HGW/LNS.

**Error Message** %VPDN-4-REFUSED: Session for %s Refused status = %x

**Explanation** The remote server refused this session.

**Recommended Action** Check the configuration of the home gateway (HGW) or L2TP Network Server (LNS).

**Error Message** %VPDN-4-SESSIONERROR: [chars] [chars] [chars] unable to terminate user [chars] [chars] [chars]

**Explanation** The HGW/LNS was unable to complete the forwarding of the VPDN user due to an internal error. This error may be resource related or configuration related. A reason string may be present to indicate the point of failure.

**Recommended Action** Check the configuration on the HGW/LNS

## VPDN-5

**Error Message** %VPDN-5-NOIDB: [chars] [chars] [chars] unable to terminate user [chars]

**Explanation** The HGW/LNS has exhausted its resources for creating sessions for VPDN forwarded users. It has reached the maximum number of interfaces allowed on the router.

**Recommended Action** Limit the number of interfaces to the maximum allowable interfaces.

**Error Message** %VPDN-5-UNREACH: [chars] [chars] [chars] is unreachable

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has timed out while it was attempting to establish a tunnel connection to a HGW/LNS or NAS/LAC. The timeout may be due to network, authentication, or authorization issues.

**Recommended Action** Check the configuration on the platform and check the network connectivity between the NAS/LAC and HGW/LNS. Check to see if the tunnel setup requires a different source IP address from that of the NAS/LAC.

## VPDN-6

**Error Message** %VPDN-6-AUTHENERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars] [chars]

**Explanation** Either the NAS/LAC or the HGW/LNS is unable to locate an AAA server for the purposes of authenticating the user or tunnel. This condition indicates that the router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

**Recommended Action** Check the AAA configuration on the platform (for example, the Cisco NAS/LAC or the HGW/LNS) and check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-AUTHENFAIL: [chars] [chars] [chars], [atalk\_address]uthentication failure [chars]for [chars] [chars] [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authenticate a user or a tunnel, or the HGW/LNS has failed authentication with the client that initiated the session. For authentication failures of the user or tunnel, a reason string should be present in the message text to indicate the point of failure. When a client fails to authenticate the HGW, a reason string may be present, depending upon the point of failure.

**Recommended Action** Check the username configuration on the platform and, possibly, the client. If the HGW/LNS is failing authentication, removing the negotiation of outbound authentication (that is, authenticating the user only in the inbound direction) is one possible solution. If AAA is applicable to the condition, check the AAA configuration on the NAS/LAC or HGW/LNS and check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-AUTHORERR: [chars] [chars] [chars] cannot locate a AAA server for [chars] [chars] [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) is unable to locate a AAA server for the purposes of authorizing the user or tunnel. The router was unable to establish a network connection with the designated or configured server. A reason string may be present in the message text to provide further information.

**Recommended Action** Check the AAA configuration on the platform and check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-AUTHORFAIL: [chars] [chars] [chars], [atalk\_address]uthorization failure for [chars] [chars] [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has failed to authorize a user or a tunnel. A reason string may be present in the message text to indicate the point of failure.

**Recommended Action** Check the authorization configuration on the platform. If AAA is applicable to the condition, check the network connectivity to the AAA servers.

**Error Message** %VPDN-6-CLOSED: [chars] [chars] [chars] closed [chars] [chars] [chars] [chars] [chars]

**Explanation** The remote server, typically the HGW/LNS, closed this session. The reason for the closing is encoded in a hexadecimal format and corresponds to the particular protocol descriptions. For the L2F protocol, the values are documented in section 4.4.5 of the Internet Draft. A description string may also be present that describes the reason for the closing.

**Recommended Action** Check the configuration on the platform (for example, the configuration of the Cisco NAS/LAC or the HGW/LNS).

**Error Message** %VPDN-6-DOWN: %s %s %s changed state to down %s %s %s%s%s

**Explanation** The remote server, typically the home gateway (HGW) and L2TP Network Server (LNS), closed this tunnel. The reason for the closure is encoded in a decimal format defined in the particular protocol specification. For example, the closure values for Layer 2 Forwarding (L2F) are documented in section 4.4.5 of the L2F Internet Draft. The closure reason may also be displayed in a description string.

**Recommended Action** Check the configuration on the network access server (NAS) and L2TP access concentrator (LAC) , or on the home gateway (HGW) and L2TP Network Server (LNS).

**Error Message** %VPDN-6-MAX\_SESS\_EXCD: %s %s %s has exceeded configured local session-limit and rejected %s %s %s%s%s

**Explanation** The NAS/LAC or HGW/LNS has refused this session since the configured maximum VPDN session limit has been reached.

**Recommended Action** No action is required.

**Error Message** %VPDN-6-RESIZE: Updated [chars] session table size to [int]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has altered the size of the session table using the CLI.

**Recommended Action** No action is required.

**Error Message** %VPDN-6-SOFTSHUT: %s %s %s has turned on softshut and rejected %s %s %s%s%s

**Explanation** The NAS/LAC or HGW/LNS can no longer accept new connections when the **vpdn softshut** command has been entered. Existing sessions will continue until termination.

**Recommended Action** To allow new connections, enter the **no vpdn softshut** command. Otherwise, no action is required.

**Error Message** %VPDN-6-TIMEOUT: [chars] [chars] [chars] disconnected [chars] [chars] [chars] [chars] [chars]

**Explanation** The platform (for example, the Cisco NAS/LAC or the HGW/LNS) has disconnected the user because of the expiration of a timer. This condition may be PPP negotiation-related or might be an absolute timeout for the session.

**Recommended Action** If the session has timed out automatically, no action is required.

**Error Message** %VPDN-6-VPDN\_DEADCACHE\_EVENT: LSG dead cache entry [IP\_address] [chars]

**Explanation** A dead cache entry status is changed in the VPDN Load Sharing Group (LSG) table. The event could be 'Added', where a LSG entry goes Down, 'Deleted', where an entry moves out of the Down status, or 'Cleared', where an entry is cleared by a user.

## VPLS\_NP\_CLIENT Messages

This section contains VPLS NP client messages.

### VPLS\_NP\_CLIENT-3

**Error Message** %VPLS\_NP\_CLIENT-3-INFO: [chars]

**Explanation** The VPLS NP client failed to initialize properly. This condition will result in improper operation of the any transport over MPLS (AToM) feature.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPLS\_NP\_CLIENT-3-NOEMEM: [chars]

**Explanation** The VPLS NP client failed to initialize properly. This condition will result in improper operation of the AToM feature. This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled by the configuration.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPLS\_NP\_CLIENT-4

**Error Message** %VPLS\_NP\_CLIENT-4-WARN: [chars] [dec] [chars]

**Explanation** The entry could not be added because it is invalid.

**Recommended Action** Reload the Cisco IOS image on the affected card or platform. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPN\_HW Messages

This section contains VPN hardware accelerator for IPSec (VPN\_HW) messages.

### VPN\_HW-0

**Error Message** %VPN\_HW-0-SELF\_TEST\_FAILURE: Hardware Crypto self-test failed  
([chars])

**Explanation** One of the hardware crypto self-tests has failed. The crypto engine is not operable in this state.

**Recommended Action** If the failure persists, contact Cisco to replace the hardware.

### VPN\_HW-1

**Error Message** %VPN\_HW-1-ALIGN: Slot: [dec] - Alignment failure on packet buffer:  
[hex]

**Explanation** A software error has occurred. The VPN hardware accelerator driver has detected that the buffer is not aligned correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-ERROR: slot: [dec] - [chars]

**Explanation** An error occurred in the application that was using the VPN hardware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-HEARTBEAT: VPN Module in slot: [dec]: Keepalive lost.

**Explanation** Keepalive messages have been lost, which indicates that the VPN hardware accelerator is no longer operating.

**Recommended Action** Reboot your router. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-INITFAIL: Slot [dec]: [chars]

**Explanation** The VPN hardware accelerator driver could not initialize the accelerator at the slot specified in the error message at the specified point.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-NOMEMORY: [chars] creation failed for slot [dec]

**Explanation** During its initialization phase, the VPN hardware driver could not allocate memory for the data structure that is specified in the error message.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-OWNER: slot: [dec]: [chars] packet buffer, pak=[hex]

**Explanation** A software or hardware error has occurred. The VPN hardware accelerator driver has detected that the buffer ring is in an inconsistent and unrecoverable state.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-PACKET\_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

**Explanation** An unexpected error occurred during the encryption or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a security association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

**Error Message** %VPN\_HW-1-TOOBIG: Slot: [dec] - [chars] received a packet with size [dec].

**Explanation** A packet was received that was too large. The hardware supports only the MTU size specified in the message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPN\_HW-1-PACKET\_ERROR: slot: %d Packet Encryption/Decryption error,  
%s

**Explanation** An unexpected error occurred during the encryption or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a Security Association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note of the status value and contact a Cisco representative. The VPN hardware accelerator will most likely need to be replaced.

**Error Message** %VPN\_HW-1-UNSUPP: VPN Module in slot: [dec]: [chars] ([hex]).

**Explanation** This revision or version of the VPN hardware accelerator in the slot specified in the error message is not supported.

**Recommended Action** Verify that the VPN hardware adapter is the proper hardware level and software revision for the running version of the Cisco IOS software. If it is, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPN\_HW-3

**Error Message** %VPN\_HW-3-MULTDEV: Cannot support more than one Encryption AIM

**Explanation** A second Encryption AIM was discovered present in the system. The Encryption AIM software only supports a single Encryption AIM. All other Encryption AIMS installed will be ignored.

**Recommended Action** Remove one of the Encryption AIMS that are installed in your system.

## VPN\_HW-4

**Error Message** %VPN\_HW-4-PACKET\_ERROR: slot: [dec] Packet Encryption/Decryption error, [chars]

**Explanation** An unexpected error occurred during the encryption or decryption of a packet.

**Recommended Action** This message can occur occasionally during normal operation of the system. It may occur during the transition to a new session key for a security association. In such cases, no action is required. However, if it happens frequently, or is associated with traffic disruption, then note the status value and contact your Cisco technical support representative. The VPN hardware accelerator will most likely need to be replaced.

## VPN\_HW-6

**Error Message** %VPN\_HW-6-FIPFAIL: FIPS test\_id [dec] ([chars]) Test Failure will be induced

**Explanation** The FIPS test was forced to fail from ROMMON.

**Recommended Action** If this condition is undesirable, do not set FIPS\_FAIL using ROMMON.

**Error Message** %VPN\_HW-6-INFO: slot: [dec] [chars]

**Explanation** This is an informational message from the VPN hardware accelerator driver.

**Recommended Action** No action is required.

**Error Message** %VPN\_HW-6-INFO\_LOC: Crypto engine: [chars] [chars]

**Explanation** This is an informational message from the VPN hardware accelerator driver.

**Recommended Action** No action is required.

**Error Message** %VPN\_HW-6-SHUTDOWN: [chars] shutting down

**Explanation** The specified VPN hardware is shutting down. It may have been physically removed.

**Recommended Action** This is an informational message only. No action is required.

## VQPCLIENT-2

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Could not allocate memory for VQP

**Explanation** An error occurred when the system tried to allocate memory for the VQP client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Could not create process for VQP. Quitting

**Explanation** An error occurred while creating a process for the VQP client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Could not obtain IP socket

**Explanation** An error occurred when the system attempted to open an IP socket to the VMPS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Host %e denied on interface %s

**Explanation** The VMPS has denied access for the given host MAC address to the specified interface.

**Recommended Action** No action is normally required. If you feel that the host should have been allowed access, then the configuration on the VMPS should be checked.

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Interface %s shutdown by VMPS

**Explanation** The VMPS has directed that the specified interface be shut down.

**Recommended Action** No action is normally required. If you feel that the port should not have been shut down, then the configuration on the VMPS should be checked.

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Interface %s shutdown by active host limit

**Explanation** The system has shut down the specified interface because too many hosts have requested access to that port.

**Recommended Action** To reactivate the port, remove the excess hosts and issue a no shut command to the interface.

**Error Message** %VQPCLIENT-2-UNAVAILABLE: Platform-specific VQP initialization failed. Quitting

**Explanation** An error occurred during initialization of the VQPC platform-specific code.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VQPCLIENT-3

**Error Message** %VQPCLIENT-3-UNAVAILABLE: Invalid VLAN (%s) in response

**Explanation** The VMPS has specified a vlan name that is unknown to the switch.

**Recommended Action** Make sure that the vlan exists on the switch. Check the VMPS configuration.

**Error Message** %VQPCLIENT-3-UNAVAILABLE: Invalid interface (%s) in response

**Explanation** The VMPS has sent an unsolicited response with an unknown interface name

**Recommended Action** Check the VMPS configuration.

**Error Message** %VQPCLIENT-3-UNAVAILABLE: Throttling VLAN change on %s

**Explanation** An attempt was made to change the vlan assignment for the specified interface more often than once every 10 seconds. The vlan change is denied.

**Recommended Action** No action is normally required. If the message recurs, check the VMPS configuration. Verify that unexpected hosts are not connected to the port.

## VQPCLIENT-7

**Error Message** %VQPCLIENT-7-UNAVAILABLE: Probing primary server %I

**Explanation** The system is trying to reestablish connectivity with the primary VMPS at the given IP address.

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %VQPCLIENT-7-UNAVAILABLE: Reconfirming VMPS responses

**Explanation** The switch is reconfirming all responses with the VMPS

**Recommended Action** LOG\_STD\_DBG\_ACTION

**Error Message** %VQPCLIENT-7-UNAVAILABLE: Trying next VMPS %I

**Explanation** The system has lost connectivity with the current VMPS and is switching to the next server in its list.

**Recommended Action** LOG\_STD\_DBG\_ACTION

# VPNMAP Messages

This section contains Virtual Private Network mapper (VPNMAP) messages.

## VPNMAP-2

**Error Message** %VPNMAP-2-REALLOC\_ERROR: Exceeded number of resources to support hardware switching of VRF %s. Please unconfigure some of the existing VRFs as some entries will be software switched in the next reload.

**Explanation** Because no further hardware resources are available to support hardware switching of VRFs, some VRFs must be software switched. Unconfigure the **mls ipv6 vrf** command or some of the existing features that use those resources. Examples of features using hardware switching resources are VRF, EoMPLS, and MDT.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **remote command module**, **show platform software vpn mapping**, **show platform software vpn status**, and **show running-config** commands and your pertinent troubleshooting logs.

**Error Message** %VPNMAP-2-SPACE\_EXCEEDED: Exceeded number of resources to support hardware switching of VRFs. Please unconfigure some of the existing VRFs as some entries will be software switched.

**Explanation** Because no further hardware resources are available to support hardware switching of VRFs, some VRFs must be software switched. Unconfigure the **mls ipv6 vrf** command or some of the existing features that use those resources. Examples of features using hardware switching resources are VRF, EoMPLS, and MDT.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **remote command module**, **show platform software vpn mapping**, **show platform software vpn status**, and **show running-config** commands and your pertinent troubleshooting logs.

# VPNSM Messages

This section contains Virtual Private Network Services Module (VPNSM) messages.

## VPNSM-2

**Error Message** %VPNSM-2-ACE\_PKA\_KAT\_FAILURE: PKA: Known Answer Test failure: [chars]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-2-ACESCPERROR: Null MAC address pointer in SCP module

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSM-3

**Error Message** %VPNSM-3-ACEIOBADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI10TCAMFAILED: SpdSpInstall: cannot install Sp [dec]: TmInsertSp failed

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP [dec] with non-zero priority

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI10OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId= [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than [dec] pending nested callbacks from TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list [int] while in use

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI14BADCMCID: PcpSpdCreateCme: cannot create Cme with ID=[dec]: too large

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow [dec]: Sa is in the wrong state

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa [dec] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa [dec] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI18BADPARAM: PcpManCreateSMap: cannot create outbound SPD Map [int] with ingress access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow [dec] with non-existing Cme [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow [dec] with invalid ID

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=[dec], max is [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number [dec] for aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=[int]: already used

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=[dec], aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number [dec] for aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: SA is in the wrong state

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow [dec]: conditions for transport adj. are not met

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp [dec] with SpdMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa [dec] of Sa [dec] is above nesting limit of [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number [dec] for cmeId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old [chars]bound flow [dec] while activating [chars]bound flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=[int], hardSecs=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=[int], hardKBytes=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow [dec] with selector ranges not intersecting parent Sp

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp [dec] selector sets

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow [dec] with addresses [dec].[dec].[dec].[dec] and [dec].[dec].[dec].[dec] not included in Sp's selector sets

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses [int].[int].[int].[int] and [int].[int].[int].[int] for other Sa of flow [dec]: expected [int].[int].[int].[int] and [int].[int].[int].[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI41SPDFFAILED: PcpQOpSaActivated: cannot finish activating Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa [dec]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number [dec] for ACL [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme [int] (aclId=[int]): queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme [dec] without Acl

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=[dec],entry=[dec]), Sa already exists

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: [dec] pending Ops, [dec] Flows and [int] Cmes already exist or TcamMan is busy

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow [dec]: Sa is not active

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa [dec], old Sa [dec] already has successor Sa [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme [dec]: TcamMan is in Init mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = ([dec],[dec],[dec],[dec],[dec]), cmeId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode [int] for Acl [int] in state [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme [int] with Acl [int] when Acl state is [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI55SPDFAILED: PcpQOpActSaBegin: cannot begin activating Sa [dec] for flowId [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow [dec] already being deleted

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI58IDNOTINUSE: PcpManDestroyFlowAsync: flow [dec] already queued for deletion

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow [dec] as per-host with subset of Sp as a selector set

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size [dec] for opcode [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] with bad spdId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow [dec] in trans.adj. with outer SA in tunnel mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow [dec] while using fast policy mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags [hex] for setting fast policy mode

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow [dec] when SA is not active

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap [int] with Acl [int] when Acl state is [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags [hex] at lineNo=[dec], aclId=[dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme [int] with spdId [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow [dec]: invalid ID

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI70OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme [int]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI72QUEUEFULL: PcpSpdCreateSMap: cannot create SPD map with mapId [int]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI73BADPARAM: PcpSpdCreateSMap: cannot create SPD map with mapId [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI74IDINUSE: PcpSpdCreateSMap: cannot create SPD map with mapId [int] already in use

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap [int] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map [int] with invalid flags [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map [int] using non-existent access list [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI78OUTOFSMAP: PcpSpdCreateSMap: cannot create SPD map [int]: out of memory

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=[dec], entry=[dec] when Cme is not ready

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId [dec]: operation queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId [int]: queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD [int] with TcamMan

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI84BADPARAM: PcpManCreateSMap: cannot create SPD map [int] with spdId [int] out of range [0,[int]]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD [int]: out of memory

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=[dec], max is [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap [int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=[int]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId [dec]: operation queue is full

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr: [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-3-SPI\_NOT\_AVAIL: SPI [hex] is not available

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSM-4

**Error Message** %VPNSM-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACETCAMPKTNOSA: Packet event for a non-existing SA.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUACMMTU2: CFGMON: Failed to set MTU. Invalid data [dec], ifvlan [hex].

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUCMRESP: XcpuCfgMonReqCallback:Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats....Can't respond to host.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-DUMPMEM: [hex]: [hex] [hex] [hex] [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-EDSDEBUG: SingleBufErr: ([hex])

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-FIPSCHECK3: FIPS Failed Packet Comparison.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-FIPSCHECK4: FIPS Test Completed Successfully.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUFRAG1: PktReasmSetAction failed.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP3: Illegal pkt dst: [dec] . [dec] . [dec] . [dec] proto: [dec] spi: [hex], no match on SA SPI [hex].

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP4: Illegal pkt dst: [dec] . [dec] . [dec] . [dec] proto: [dec] spi: [hex], no match on SA dst [dec] . [dec] . [dec] . [dec]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP8: Illegal clear pkt src: [dec] . [dec] . [dec] . [dec] dst: [dec] . [dec] . [dec] . [dec] proto: [dec].

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP9: Packet src: [dec] . [dec] . [dec] . [dec] dst: [dec] . [dec] . [dec] . [dec] seq num: [hex] failed replay check last seq num: [hex] for SA: [hex].

**Explanation** IPsec packets have failed the anti-replay check. A common cause is the use of QoS in your network. With QoS, lower priority packets can arrive late, missing the anti-replay check window. When this condition occurs, higher level protocols can request retransmission so that functionality is not lost. Time-sensitive protocols, such as voice traffic, might be degraded due to dropped or late packets.

**Recommended Action** If anti-replay checking is not needed, disable it by removing the HMAC function from the transform set.

**Error Message** %VPNSM-4-ICPUPP10: Packet src: [dec].[dec].[dec].[dec]  
dst: [dec].[dec].[dec].[dec] proto ESP, but not SA proto!

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP11: Packet src: [dec].[dec].[dec].[dec]  
dst: [dec].[dec].[dec].[dec] proto AH, but not SA proto!

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP12: IPPE says IPSec, not pkt  
src: [dec].[dec].[dec].[dec] dst: [dec].[dec].[dec].[dec] proto: [dec]!

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP13: Policy check failed for pkt  
src: [dec]. [dec]. [dec]. [dec] dst: [dec]. [dec]. [dec]. [dec] proto: [dec] SA  
index: [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP14: Pkt src: [dec]. [dec]. [dec]. [dec]  
dst: [dec]. [dec]. [dec]. [dec] proto: [dec] match deny; SA index [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP15: SecInfo [hex] doesn't match with SA [hex] SA  
index: [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUPP16: Inner proto [dec] must be IPSec but is not

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to add local IP Addr [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ICPUSYSIPADDRDEL: PktProcAddSysIpAddr: Unable to delete local IP Addr [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index: [hex]

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-RECOVERYDONE: CP Lockup Recovery - Done

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-RECOVERYSTART: CP Lockup Recovery - Start (OCPU)

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-4-XCPURECOVERY: Error Disabling CP

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSM-6

**Error Message** %VPNSM-6-ACEPKAHWCRRNGT: PKA: HW RNG has duplicate data, discarding

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. [hex] [hex]; 0Unrecognized format 'x%p' 0Unrecognized format 'x%p' idx: [hex]

**Explanation** An error has been reported by the firmware

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSM-6-ACEPKARNGKAT: PKA: RNG failed KAT

**Explanation** An error has been reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# VPNSMIOS Messages

This section contains VPNSM crypto connection (VPNSMIOS) messages.

## VPNSMIOS-3

**Error Message** %VPNSMIOS-3-ILLEGALINTERFACE: Traffic matching crypto maps on [chars] will go through unencrypted. Please reconfigure crypto maps as required by VPN service module.

**Explanation** An attempt was made to apply an encryption (crypto) map set to an interface that is not a VLAN interface. When this IPsec VPN accelerator is being used, crypto map sets can only be applied to a VLAN interface that has a proper encryption (crypto) connection to a physical port. The interface has been disabled. For more information on crypto guidelines, consult the system configuration manuals.

**Recommended Action** Remove the crypto map set from the virtual interface. For more details, consult the configuration guidelines.

**Error Message** %VPNSMIOS-3-MACEDONCTVLALLOCFAIL: Failed to allocate Control vlan on stby

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONCTVLTIMERON: Control vlan timer is on on stby

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONNOCCONB2BERR: [chars]no crypto connect is disallowed

**Explanation** The system cannot remove the cryptographic connection when a module-to-module partner is still active.

**Recommended Action** Remove the module-to-module configuration before removing the cryptographic connection.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELADDCBERR: [chars]: tunnel addcb failed: reason[[chars]] tvlan[[dec]] slot[[chars]]

**Explanation** An error response was received when attempting to seize the tunnel. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELADDERR: [chars]: tunnel add failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[chars]] src[[IP\_address]] dst[[IP\_address]]

**Explanation** An attempt to seize the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELCREATEPOLOQERR: Failed to create PoloReplicateCfg Q

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELCREATEPROCERR: Failed to create Ace Tunnel Task

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELCREATEQERR: Failed to create watched Q

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELCREATETIDERR: Failed to create Ace Tunnel-id bitvector

**Explanation** An internal error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELDELETEIFVLANNOTFOUNDERR: [chars]: no tm found while attempting to delete from ifvlan[[dec]]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELDELETETMNOTFOUNDERR: [chars]: no tm found while attempting to delete

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELNOEVENTMSGHANDLERERR: msgtype[[chars]]: No event msg handler found.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELNOIDBERR: No tunnel idb

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELNOTMMSGHANDLERERR: msgtype[[chars]]: No tm msg handler found.

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELREMOVECBERR: [chars]: tunnel removecb failed: reason[[chars]] tvlan[[dec]] slot[[chars]]

**Explanation** An error response was received when attempting to release the tunnel. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELREMOVEERR: [chars]: tunnel remove failed: reason[[chars]] ifvlan[[dec]] tvlan[[dec]] slot[[chars]] src[[IP\_address]] dst[[IP\_address]] id[[dec]]

**Explanation** An attempt to release the tunnel has failed. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELVACLERR: vlan[[dec]]: failed to set vACL: action[[dec]] reason[[dec]]

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELVLANERR: [chars]: allocated idb has invalid vlan id

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-MACEDONTUNNELVLANIDBERR: [chars]: unable to allocate idb

**Explanation** An internal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSMIOS-3-SLOTMISMATCH: [chars] has mismatch crypto engine binding. Egress interface is binded to crypto engine [int]/[int] but tunnel protection is binded to [int]/[int]. This tunnel is now shutdown.

**Explanation** To use VPN-SM for tunnel protection, the user must enter the **crypto engine slot** *slot* command on both the egress interface VLAN and the tunnel interface. The slot on both interfaces must match. When this requirement is not met, this message is displayed. The tunnel is now shut down.

**Recommended Action** Modify either one or both crypto engine slot values so that they match.

**Error Message** %VPNSMIOS-3-VLANALLOCFAIL: Failed to allocate vlan for %s

**Explanation** The system was unable to allocate a VLAN for internal use.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show platform hardware capacity vlan**, and **show vlan internal usage** commands and your pertinent troubleshooting logs.

## VPNSMIOS-4

**Error Message** %VPNSMIOS-4-DIFFCRYPTOENGINE: [chars]. Another interface [chars] has same local-address [chars] but is on a different crypto engine [chars]

**Explanation** Two crypto interfaces with the same local address must be on the same crypto engine. In a virtual switch system (VSS), crypto engine [chars] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Reconfigure the **crypto engine** command on the interface.

**Error Message** %VPNSMIOS-4-LIMITFVRF: System has reached the limit of supported front-door VRF. ([dec])

**Explanation** The number of front-door VRFs supported by VPNSM has reached its limit.

**Recommended Action** Unconfigure any unused VRFs.

**Error Message** %VPNSMIOS-4-PROMISCOUSMODE: Outside port failed to be in [chars] mode

**Explanation** This message is relevant only if the outside port is an FEPA port.

**Recommended Action** Reconfigure the **crypto connect** command.

**Error Message** %VPNSMIOS-4-VPNSMILLEGALQOS0: VPNSM Slot: [dec] can only support [dec] cos maps in high priority queue, CoS configuration ignored, reset cos map by issuing no priority queue cos-map 1 command

**Explanation** An illegal configuration has been detected.

**Recommended Action** Reset the CoS map by entering the **no priority-queue cos-map 1** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSMIOSSP Messages

This section contains VPN service module (VPNSM) crypto connection SP messages.

**Error Message** %VPNSMIOSSP-6-MACEDONPOWEROFF: Non crypto image detected, disallowing power to VPN-SM module in slot [chars].

**Explanation** The chassis was booted up with an image that does not have the necessary crypto subsystems for the VPN-SM to run correctly. In a virtual switch system (VSS), slot [[chars]] indicates switch/slot/subslot; otherwise it indicates slot/subslot.

**Recommended Action** Contact your Cisco technical support representative to obtain the correct image. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA Messages

This section contains Virtual Private Network shared port adapter (VPNSPA) messages.

### VPNSPA-0

**Error Message** %VPNSPA-0-ACELOGTEST7: Log test: SEV\_EMERG

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-1

**Error Message** %VPNSPA-1-ACELOGTEST6: Log test: SEV\_ALERT

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-2

**Error Message** %VPNSPA-2-ACEIKEADRVPKRM: Decode of RSA Private Key %d failed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEANVRWRT: RSA Private Key %d NOT written to NVRAM

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-2-ACEIKEANVWRT: RSA Private Key %d NOT zeroized in NVRAM

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-2-ACEIKEANVWRT2: RSA Private Key %d NOT written to NVRAM

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-2-ACEIKEAPRVCREDRV: Driver refused RSA Private Key

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEAPRVCRESES: Driver refused RSA Private Key %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEAPRVDRV: Driver refused RSA Private Key

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEAPRVNVRD: RSA Private Key %d NOT read from NVRAM

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEAPRVREJ: RSA Private Key %d NOT written to NVRAM

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEAPRVMDRV: Decode of RSA Private Key %d failed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACEIKEAPRVMSSESDRV: Decode of RSA Private Key %d failed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACELOGTEST5: Log test: SEV\_CRIT

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACENVRAMCSUM: NVRAM Checksum failed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACENVRAMWR: Write to nvram failed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-2-ACE\_PKA\_KAT\_FAILURE: PKA: Known Answer Test failure: %s

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-3

**Error Message** %VPNSPA-3-ACEI0BADPARAM: PcpManCreateTunn: cannot create tunnel with expiring Sa

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI0TCAMFAILED: SpdSpInstall: cannot install Sp %ld: TmInsertSp failed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI10OUTOFCME: PcpManCreateAcl: cannot allocate new Acl for aclId=%u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI11NESTOVERFLOW: SpdSaAddTmInsCb: cannot have more than %ld pending nested callbacks from TcamMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI11OUTOFSEL: PcpAclGetSpSelSet: cannot clone SelSet for ACL %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI12IDNOTINUSE: PcpManRemoveAcl: cannot remove non-existing access list %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI12OUTOFSAPAR: SpdSaSetKeys: cannot allocate new SaPar for Sa %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI13IDINUSE: PcpManRemoveAcl: cannot remove access list %u while in use

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI14BADCEID: PcpSpdCreateCme: cannot create Cme with ID=%ld: too large

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI14NOLOGA: SpdSaSetParams: cannot allocate SPI with TcamMan for Sa %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI15IDNOTINUSE: PcpManRemoveCme: cannot remove non-existing Cme %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI16BADPARAM: PcpManActivateFlowAsync: cannot activate flow %ld: Sa is in the wrong state

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI16TCAMFAILED: SpdSaTmInstallIn: cannot install inbound Sa %ld with TcamMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI17BADPARAM: PcpManActivateFlowAsync: cannot activate non-existing flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI17TCAMFAILED: SpdSaTmInstallOut: cannot install outbound Sa %ld with TcamMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI18BADPARAM: PcpManCreatesMMap: cannot create outbound SPD Map %u with ingress access list %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI19BADCMEID: PcpManActivateFlowAsync: cannot activate flow %ld with non-existing Cme %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-3-ACEI1BADPARAM: SpdSpInstall: cannot install generic SP %d with non-zero priority

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-3-ACEI1OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa using SpdMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-3-ACEI20OUTOFSEL: PcpUtilSelSetFromPar: cannot allocate new selector set

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI21BADPARAM: PcpAclAppend: got too many denys for aclId=%d, max is %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI22BADPARAM: PcpAclAppend: got out-of-sequence line number %d for aclId=%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI23IDINUSE: PcpSpdCreateCme: cannot create Cme with ID=%u: already used

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI24BADPARAM: PcpAclAppend: got invalid ranges for selector set at lineNo=%d, aclId=%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI25IDINUSE: PcpAclAppend: got duplicate line number %d for aclId=%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI26OUTOFSP: PcpCmeInstallNext: cannot create a new Sp

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI27BADPARAM: PcpManSetFlowKeys: cannot set keys for flow %ld: SA is in the wrong state

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI28IDINUSE: PcpQOpCreSaBegin: cannot create second Sa for flow %ld: conditions for transport adj. are not met

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI29SPDFAILED: PcpCmeInstallNext: cannot install Sp %d with SpdMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI2BADPARAM: PcpManUpdateFlow: cannot update flow %ld with invalid ID

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI2NESTOVERFLOW: SpdSaInitTmSaOut: outer outbound Sa %ld of Sa %ld is above nesting limit of %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI30BADPARAM: PcpSpdUpdateCme: cannot update already queued Cme %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI31BADALENUM: PcpQOpActSaBegin: cannot find access list entry number %d for cmeId=%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI32BADPARAM: PcpQOpActSaBegin: cannot delete old %sbound flow %ld while activating %sbound flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI33BADPARAM: PcpCmeActivateSa: got invalid lifetime values softSecs=%lu, hardSecs=%lu

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI34BADPARAM: PcpCmeActivateSa: got invalid lifetime values softKBytes=%lu, hardKBytes=%lu

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI35BADPARAM: PcpCmeIntersectSaWithSp: cannot activate flow %ld with selector ranges not intersecting parent Sp

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI36BADSELADDR: PcpQOpActSaBegin: cannot activate per-host flow %ld with addresses %d.%d.%d.%d and %d.%d.%d.%d not included in Sp %d selector sets

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI37OUTOFSEL: PcpQOpActSaBegin: cannot clone selector set to activate per-host flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI38BADSELADDR: PcpQOpActSaBegin: cannot activate transport mode flow %ld with addresses %d.%d.%d.%d and %d.%d.%d.%d not included in Sp's selector sets

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI39BADPARAM: PcpTrInProcess: got invalid opcode %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI3NESTOVERFLOW: SpdSaGetXformSeq: outer inbound Sa %ld of Sa %ld is above nesting limit of %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI3OUTOFSEL: PcpQOpActSaBegin: cannot allocate selector set for outer Sa in flowId %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI40BADACLID: PcpManCreateCme: cannot create Cme with non-existing access list %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI41SPDFFAILED: PcpQOpSaActivated: cannot finish activating Sa %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI42QUEUEFULL: PcpCmeActivateSa: cannot activate Sa %ld: queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI43BADPARAM: PcpAclAppend: got invalid line number %d for ACL %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI44QUEUEFULL: PcpSpdCreateCme: cannot create Cme %u (aclId=%u): queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI45IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete already deleted flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI46BADPARAM: PcpQOpActSaBegin: cannot activate non-fully-specified Sa for Cme %d without Acl

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI47BADPARAM: PcpQOpActSaBegin: cannot activate Sa for manual Sp (cmeId=%d,entry=%d), Sa already exists

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI48CMEINUSE: PcpManSetInitMode: cannot set fast init-mode in TcamMan: %ld pending Ops, %ld Flows and %u Cmes already exist or TcamMan is busy

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI49BADPARAM: PcpManQueryFlow: cannot query flow %ld: Sa is not active

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI4BADPARAM: PcpQOpCreSaBegin: got invalid addresses %u.%u.%u.%u and %u.%u.%u.%u for other Sa of flow %ld: expected %u.%u.%u.%u and %u.%u.%u.%u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI50CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme %ld: TcamMan is in Init mode

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI51BADPARAM: PcpSpdCreateCme: got invalid flags (manual,dynamic,discover,drop,clear) = (%d,%d,%d,%d,%d), cmeId=%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI52IDINUSE: PcpManCreateAcl: cannot process opcode %u for Acl %u in state %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI53BADPARAM: PcpManCreateAcl: cannot create Acl with id %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI54CMENOTREADY: PcpSpdCreateCme: cannot create Cme %u with Acl %u when Acl state is %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI55SPDFFAILED: PcpQOpActSaBegin: cannot begin activating Sa %ld for flowId %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI56IDNOTINUSE: PcpManDestroyFlowAsync: cannot delete flow %ld already being deleted

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI57CMEINUSE: PcpManSetInitMode: cannot set normal init-mode in TcamMan: there are pending Flows or Cmes

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI58BADPARAM: PcpManQueryFlow: cannot query flow %ld: parent SP is not active

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI59BADPARAM: PcpCmeActivateSa: cannot activate flow %ld as per-host with subset of Sp as a selector set

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI5BADPARAM: SpdSaActivate: cannot activate Sa %ld, old Sa %ld already has successor Sa %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI5OUTOFSA: PcpQOpCreSaBegin: cannot create new Sa for flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI60SPDFAILED: PcpManSaUpdateError: cannot update Flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI61BADPARAM: PcpQOpActSaBegin: cannot activate Sa for cmeId=%d, entry=%d with bad spdId=%ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI62IDINUSE: PcpQOpCreSaBegin: cannot setup Flow %ld in trans.adj. with outer SA in tunnel mode

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI63CMEINUSE: PcpManActivateFlowAsync: cannot activate flow %ld while using fast policy mode

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI64BADPARAM: PcpQOpActSaBegin: got invalid ranges for selector set of fully-specified flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI65BADPARAM: PcpManSetInitMode: got invalid flags 0x%x for setting fast policy mode

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI66NOTREADY: PcpManUpdateFlow: cannot update flow %ld when SA is not active

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI67BADPARAM: PcpSpdCreateSMap: cannot create SMap %u with Acl %u when Acl state is %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI68BADPARAM: PcpAclAppend: got invalid flags 0x%x at lineNo=%d, aclId=%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI69BADPARAM: PcpManCreateCme: cannot create Cme %u with spdId %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI6BADPARAM: PcpTrInProcess: got invalid size %d for opcode %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI6OUTOFSEL: SpdSpInstall: cannot compute SP's permit-SelSets from mixed SelSet list

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI70IDNOTINUSE: PcpManUpdateCme: cannot update non-existing Cme %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI71QUEUEFULL: PcpSpdUpdateCme: cannot update Cme %u: queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI72QUEUEFULL: PcpSpdCreatesMap: cannot create SPD map with mapId %u: queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI73BADPARAM: PcpSpdCreatesMap: cannot create SPD map with mapId %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI74IDINUSE: PcpSpdCreatesMap: cannot create SPD map with mapId %u already in use

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI75TMFAILED: PcpSMapInstall: cannot insert SMap %u with TcamMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI76BADPARAM: PcpSpdCreateSMap: cannot create SPD map %u with invalid flags 0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI77BADPARAM: PcpManCreateSMap: cannot create SPD Map %u using non-existent access list %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI78OUTOFSMAP: PcpSpdCreatesMAP: cannot create SPD map  
%u: out of memory

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI79BADPARAM: PcpQOpActSaBegin: cannot activate Sa for  
cmeId=%d, entry=%d when Cme is not ready

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI7BADPARAM: PcpManSetFlowKeys: cannot set keys for flow  
%ld: invalid ID

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI7OUTOFSEL: SpdSaTmInstallOut: cannot compute outbound SA's permit-SelSets from mixed SelSet list

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI80QUEUEFULL: PcpManDestroyFlowAsync: cannot delete flowId %ld: operation queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI81IDNOTINUSE: PcpQOpDelSaBegin: cannot delete already deleted flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI82QUEUEFULL: PcpManRemoveCme: cannot remove Cme with cmeId %u: queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI83TMFAILED: PcpSpdInitialize: cannot insert SPD %lu with TcamMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI84BADPARAM: PcpManCreatesMMap: cannot create SPD map %u with spdId %u out of range [0,%u]

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI85OUTOFSMAP: PcpManCreateSpd: cannot create SPD %u: out of memory

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI86IDINUSE: PcpManActivateFlowAsync: cannot activate already active flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI87BADPARAM: PcpManCreateFlow: cannot create Flow with id=%ld, max is %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI88IDNOTINUSE: PcpManRemoveSMap: cannot remove non-existing SMap %u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI89OUTOFCME: PcpSpdCreateCme: cannot allocate new Cme for aclId=%u

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI8SPDFAILED: PcpManSetFlowKeys: cannot set keys for flow %ld using SpdMan

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI90CMEINUSE: PcpQOpRemCmeBegin: cannot remove Cme %ld while in state %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI91OUTOFSEL: PcpAclGetSpSelSet: cannot clone deny-SelSets for ACL %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI92QUEUEFULL: PcpManCreateFlow: cannot create flowId %ld: operation queue is full

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI93OUTOFSEL: PcpCmeIntersectSaWithSp: cannot clone deny selectors for flow %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI9BADPARAM: PcpManQueryFlow: cannot query flow %ld: invalid ID

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEI9OUTOFSEL: SpdSaActivateOuterSa: cannot create selector set

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACELOGTEST4: Log test: SEV\_ERR

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKARSAPRVXCR: PKA: PkaRsaPrivXcrypt() invalid input buffer length %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKARSAPUBXCRBUFLLEN: PKA: PkaRsaPubXcrypt() invalid input buffer length %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASK0LENCROP2: PKA: 0 length crypto operation

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASK0LENCRYOP3: PKA: 0 length crypto operation

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASK0LENOP: PKA: 0 length crypto operation

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASK1STFRAGSHRT: PKA: 1st frag too short for crypto operation

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASKDESNOTMUL82: PKA: DES/3DES data length not multiple of 8

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASKDESNOTMULT8: PKA: DES/3DES data length not multiple of 8

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ACEPKASKNOCRNOAUTH: PKA: Can't have PKA\_CRYPTONE and PKA\_HMAC\_NONE

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ICPUBADGRESA: Invalid GRE SA - can't find match. saptr:0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-ICPUPP22: ICMP received, let it go clear newId %d oldid %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-3-SPI\_NOT\_AVAIL: SPI 0x%x is not available

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-4

**Error Message** %VPNSPA-4-ACEIPCOMPINGPRE: IPC ping (%s): premature ping...awaiting response to previous ping

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEIPCOMPINGSEQ: IPC ping (%cCPU): seq.# does not match: Expected %d, got %d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEIPCMPINGSKIP: IPC ping (%cCPU): Skipped %d times before receiving reply

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEIPCXNOBUF2: ICPU unable to allocate msg buf for Ping Reply: %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEIPCXNOBUF3: OCPU unable to allocate msg buf for Ping Reply: %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-ACEIPCXPINGNOBUF: %d srcCPU unable to allocate msg buf for Ping Reply in CB: %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-ACELOGTEST3: Log test: SEV\_WARN

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-ACEPKADHRMKGIDBUSY: PkaDhRemoveKeyGroup(): DH group ID %d is busy

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACETCAMFULLINSMANSP: Full SA insertion for a manual SP.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACETCAMPKTNOSA: IPC payload : %x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACETCAMPKTNOSP: Packet event for a non-existing SP.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-ACETCAMPKTNOSP1: EarlyPkt Exit1.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-ACETCAMPKTNOSP2: EarlyPkt Exit2.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-ACETCAMPKTNOSP3: EarlyPkt Exit3.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEXCPUALLOC: IPC: Unable to allocate and send STATFLUSH.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEXCPUALLOC2: IPC: Unable to allocate IPC to set debug flag.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEXCPUALLOC3: IPC: Unable to allocate IPC to start 5840 test.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEXCPUCMRESP3: XcpuCfgMonReqCallback:Global stats...Can't respond to host.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEXCPUCMRESP4: XcpuCfgMonReqCallback: DataPath Stats...Can't respond to host.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEXCPUCMRESP5: XcpuCfgMonReqCallback: PerFlow Stats...Can't respond to host.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ANTIREPLAYWINDOWDEFAULT: Using default replay window for SA SPI 0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-BULKIP: Wrong type %d size:5d.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-DUMPMEM: 0x%08x: 0x%08x 0x%08x 0x%08x 0x%08x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-EDSDEBUG: Already in map: map[0x%x] newid0x%x flags:0x%x mtu:0x%x spdid:0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-FIPSCHECK2: FIPS RCVD Multi-buffer Packet.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-4-FIPSCHECK3: FIPS Failed Packet Comparison.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-FIPSCHECK4: FIPS Test Completed Successfully.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUFRAG1: PktReasmSetAction failed.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUPP10: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto ESP, but not SA proto!

**Explanation** The received packet's protocol does not match the security association (SA) protocol. The SA expects Authentication Header (AH), but the packet uses Encapsulating Security Payload (ESP).

**Recommended Action** Check whether the negotiated protocol matches the configured transform sets of both peers.

**Error Message** %VPNSPA-4-ICPUPP11: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d proto AH, but not SA proto!

**Explanation** The received packet's protocol does not match the SA protocol. The SA expects ESP, but the packet uses AH.

**Recommended Action** Check whether the negotiated protocol matches the configured transform sets of both peers.

**Error Message** %VPNSPA-4-ICPUPP12: IPPE says IPSec, not pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d!

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUPP13: Policy check failed for pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d SA index:0x%x

**Explanation** The decrypted packet does not match the security policy.

**Recommended Action** Check whether the security policy on both peers is symmetric.

**Error Message** %VPNSPA-4-ICPUPP14: Pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d match deny; SA index 0x%x

**Explanation** Encrypted packets were received that should have been unencrypted.

**Recommended Action** Check whether the security policy on both peers is symmetric.

**Error Message** %VPNSPA-4-ICPUPP15: SecInfo 0x%x doesn't match with SA 0x%x SA index:0x%x

**Explanation** An unexpected and unsupported nesting of SA was detected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUPP16: Inner proto %d must be IPSec but is not

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUPP2: SaCheckSelectors: Illegal pkt, no valid SA

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUPP3: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA SPI 0x%x.

**Explanation** No matching SA was found for the received encrypted packet. This message is most likely to occur during rekeying when the inbound SA is not yet established.

**Recommended Action** If the message persists and packets are being lost, check whether the CPU is overloaded or the crypto engine is oversubscribed.

**Error Message** %VPNSPA-4-ICPUPP4: Illegal pkt dst:%d.%d.%d.%d proto:%d spi:0x%x, no match on SA dst%d.%d.%d.%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ICPUPP8: Illegal clear pkt src:%d.%d.%d.%d dst:%d.%d.%d.%d proto:%d.

**Explanation** Clear packets were received that should have been encrypted.

**Recommended Action** Check whether the remote peer has a correct security policy and SA to encrypt the packets.

**Error Message** %VPNSPA-4-ICPUPP9: Packet src:%d.%d.%d.%d dst:%d.%d.%d.%d seq num:0x%x failed replay check last seq num:0x%x for SA:0x%x.

**Explanation** IPsec packets have failed the anti-replay check. A common cause is the use of QoS in your network. With QoS, lower priority packets can arrive late, missing the anti-replay check window. When this condition occurs, higher level protocols can request retransmission so that functionality is not lost. Time-sensitive protocols, such as voice traffic, might be degraded due to dropped or late packets.

**Recommended Action** Increase the anti-replay window size. If anti-replay checking is not needed, disable it by removing the HMAC function from the transform set.

**Error Message** %VPNSPA-4-ICPUSYSIPADDRADD: PktProcAddSysIpAddr: Unable to delete sys IP Addr %d.%d.%d.%d

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ISAUNCA7: PktProcAtnModSas: Mismatch valid flag unca:invalid index:0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-RECOVERYFRAG: Ipfrag: Unable to transmit. CP Lockup Occured.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-SINGLEIIP: Wrong type %d size:%d.

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-SPDID: XcpuSetVlanSpdId: IpcAllocFailed

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-XCPURECOVERY: Error Disabling EDDE EITD DMA

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-5

**Error Message** %VPNSPA-5-ACELOGTEST2: Log test: SEV\_NOTICE

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-4-ACEPKADHGRPNTALC: PkaDhRemoveKeyGroup(): DH group ID %d not allocated

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKADHGSRBADID: PkaDhGenerateSession(): DH group ID %d not defined

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKADHGSHIDNOALL: PkaDhGenerateShared:DH session ID %d not allocated

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKADHGSRIDINUSE: PKA: PkaDhGenerateSessionInt: DH session id %ld already in use

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-5-ACEPKADHGSINVID: PKA: PkaDhGenerateSessionInt: invalid DH session id %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-5-ACEPKAINITCML: BCM5820: Initialization complete

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNPA-5-ACEPKANOBDESC: PKA: no data buffer descriptors available

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKANOMOREDHGRPS: PKA: no more DH groups available

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKAPOSTRSTDELAY: PKA: BCM5820 post reset delay

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARESUB: BCM5820: Resubmitting crypto request

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARESUBPK: BCM5820: Resubmitting PK request 0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARSACKBITSNMULT: PKA: RSA key create request of %d bits not a multiple of 64

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARSACKMAXBITS: PKA: RSA key create request of %d bits exceeds max of %d bits

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARSACKTOOMANY: PKA: Too many RSA key create requests

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARSARMPSEBUSYID: PKA: can't remove busy RSA private session %ld

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARST: PKA: BCM5820 in reset

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-5-ACEPKARSTCOMPL: BCM5820: Reset complete

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-6

**Error Message** %VPNSPA-6-ACEIPSENDMSGLOCAL: %s send msg buf (local)

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEIPSENDMSGTOOBIG: %s unable to send msg buf (msg too big)

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEIPSENDMSGTOOMANYCLIENTS: %s unable to send msg buf (client id too big)

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACELOGTEST1: Log test: SEV\_INFO

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKAHWCNRNGT: PKA: HW RNG has duplicate data, discarding

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKAPKNOMCR2: PKA: no Public Key MCRs available

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKARNG: PKA: seed key is same as the seed, discarding

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKARNGDUP: PKA: A pseudo-random number was generated twice in succession. 0x%.8lx%.8lx; 0x%p 0x%p idx:0x%x

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKARNGKAT: PKA: RNG failed KAT

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKASKNOCRYCTXT: PKA: no Crypto CTXs available

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-6-ACEPKASKNOMCRS: PKA: no Crypto MCRs available

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VPNSPA-7

**Error Message** %VPNSPA-7-ACELOGTEST0: Log test: SEV\_DEBUG

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-7-ACELOGTESTA: Log test: SEV\_DEBUG A

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-7-ACELOGTESTB: Log test: SEV\_DEBUG B %d %s

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-7-ACESHI: git along %d %s

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VPNSPA-7-ACESLO: nuf said

**Explanation** An error was reported by the firmware.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VRRP Messages

This section contains Virtual Router Redundancy Protocol (VRRP) messages.

### VRRP-4

**Error Message** %VRRP-4-BDAUTH: Bad authentication from %i, group %d, type %d

**Explanation** Two routers participating in Virtual Router Redundancy Protocol (VRRP) disagree on authentication.

**Recommended Action** Enter the **vrrp authentication** command to repair the VRRP authentication discrepancy between the local system and the system whose IP address is reported.

**Error Message** %VRRP-4-BADAUTHTYPE: Bad authentication from %i, group %d, type %d, expected %d

**Explanation** Two routers participating in VRRP disagree on the valid authentication type.

**Recommended Action** Enter the **vrrp authentication** command to repair the VRRP authentication discrepancy between the local system and the system whose IP address is reported.

## VRRP-6

**Error Message** %VRRP-6-UNAVAILABLE: %s Grp %d state %s - %s

**Explanation** The VRRP router has changed state

**Recommended Action** Informational only. No action required.

## VRRS Messages

**Error Message** %VRRS-3-ERROR: Internal error, %s

**Explanation** An internal software error occurred.

**Recommended Action** Informational only. No action required.

**Error Message** %VRRS-4-WARN: Internal warning, %s

**Explanation** An internal software warning occurred.

**Recommended Action** Informational only. No action required.

**Error Message** %VRRS-6-INFO: Internal info, %s

**Explanation** An internal software information message occurred.

**Recommended Action** Informational only. No action required.

**Error Message** %VRRS-6-STATE: %s

**Explanation** The VRRS router has changed state.

**Recommended Action** Informational only. No action required.

# VSDA Messages

This section contains virtual switch dual-active (VSDA) messages.

## VSDA-3

**Error Message** %VSDA-3-ADD\_LTL\_INDEX\_AND\_FPOE: Unable to add LTL index 0x%04x and program fpoe for %u/%u

**Explanation** An internal error occurred.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-GET\_IDB\_FAILED: Failed to get idb for port cookie (linkchange)

**Explanation** An internal error occurred.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-ICC\_ERR: %s

**Explanation** A failure occurred during the intercard communications (ICC) operation.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-INVALID\_PROC\_EVENT: Got event %d:%d

**Explanation** The process was awakened with an invalid event.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-INVALID\_TIMER: Invalid timer %d for interface %s

**Explanation** A timer event occurred, but the timer type was invalid.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-INVALID\_TIMER\_TYPE: Invalid timer %d processed in %s

**Explanation** A timer event occurred, but the timer type was invalid.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-LINK\_DOWN: Interface %s is no longer dual-active detection capable

**Explanation** The specified link is no longer capable of detecting dual-active situations.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PKT\_CREATE: Can't create packet: %s

**Explanation** A dual-active packet cannot be created due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PKT\_RX: Can't process the received packet: %s

**Explanation** A dual-active packet cannot be processed due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PKT\_TX: Can't send packet: %s

**Explanation** A dual-active packet cannot be sent due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-PROC\_CREATE\_FAILED: Unable to create process

**Explanation** The specified process could not be created.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-QUEUE\_CREATE\_FAILED: Unable to create watched queue

**Explanation** The specified watched queue could not be created.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-SET\_PORT\_LTL\_INDEX: Unable to set LTL index for port %s to 0x%x

**Explanation** An internal error occurred

**Recommended Action** No action is required.

**Error Message** %VSDA-3-TIMER\_NULL\_INTFC: NULL context for timer %d in %s

**Explanation** A timer event occurred, but it specified a NULL interface.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-TIMER\_STARTED: Timer %u on interface %s started

**Explanation** The specified link is now capable of detecting dual-active situations.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-TX\_THREAD\_FAILURE: Thread %u: %s

**Explanation** This is a general thread error message.

**Recommended Action** No action is required.

**Error Message** %VSDA-3-VSDA\_SCP\_BAD\_STATUS: SCP operation ([chars]) return status [dec]

**Explanation** A non-blocking SCP operation of the specified type failed for dual-active fast-hello on a line card

**Recommended Action** No action is required.

**Error Message** %VSDA-3-VSDA\_SCP\_PAK\_FAIL: Unable to get SCP packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an SCP message to do the specified operation

**Recommended Action** No action is required.

**Error Message** %VSDA-3-VSDA\_SCP\_SEND\_FAIL: Unable to send SCP message for opcode [dec], operation subop [dec]

**Explanation** Packet send failed for the SCP message to perform the specified operation

**Recommended Action** No action is required.

## VSDA-5

**Error Message** %VSDA-5-LINK\_UP: Interface %s is now dual-active detection capable

**Explanation** The specified link is now capable of detecting dual-active situations.

**Recommended Action** No action is required.

# VSEC Messages

This section contains VLAN security violation messages.

## VSEC-4

**Error Message** %VSEC-4-VLANACCESSLOGRF: FAILED to set VACL-LOG rate limiter. Is strongly suggested to rate limit when using this feature

**Explanation** The configuration for the VACL logging rate limiter has failed.

**Recommended Action** Determine the rate limiter usage, free some resources if possible, and then try to set the rate limiter again.

**Error Message** %VSEC-6-VLANACCESSLOGAP: vlan %d (port %d/%d) denied arp ip %i - %i, %d packet%s

**Explanation** A packet from the given vlan and physical port matching the vacl log criteria was detected.

**Recommended Action** No action is required.

**Error Message** %VSEC-6-VLANACCESSLOGDP: vlan %d (port %d/%d) denied icmp %i - %i (%d/%d), %d packet%s

**Explanation** A packet from the given vlan and physical port matching the vacl log criteria was detected.

**Recommended Action** No action is required.

**Error Message** %VSEC-6-VLANACCESSLOGNP: vlan %d (port %d/%d) denied ip protocol=%d %i - %i, %d packet%s

**Explanation** A packet from the given vlan and physical port matching the vacl log criteria was detected.

**Recommended Action** No action is required.

**Error Message** %VSEC-6-VLANACCESSLOGP: vlan %d (port %d/%d) denied %s %i(%d) - %i(%d), %d packet%s

**Explanation** A packet from the given vlan and physical port matching the vacl log criteria was detected.

**Recommended Action** No action is required.

**Error Message** %VSEC-6-VLANACCESSLOGRP: vlan %d (port %d/%d) denied igmp %i - %i (%d), %d packet%s

**Explanation** A packet from the given vlan and physical port matching the vacl log criteria was detected.

**Recommended Action** No action is required.

## VS\_GENERIC Messages

This section contains virtual switch (VS) messages.

### VS\_GENERIC-1

**Error Message** %VS\_GENERIC-1-VS\_HA\_PS\_NOT\_SUPPORTED: Chassis Standby is not supported in the current release. Forcing the chassis standby in switch [dec] slot [dec] to drop to rommon

**Explanation** The chassis standby function is not supported in this release.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-1-VS\_HA\_PS\_RUNNING\_LEGACY\_IMAGE: Chassis Standby in switch [dec] slot [dec] is running non Virtual Switch image. Please remove the chassis standby.

**Explanation** The standby chassis is running an image that does not support virtual switch.

**Recommended Action** Remove the standby chassis.

### VS\_GENERIC-3

**Error Message** %VS\_GENERIC-3-VS\_ADD\_VSL\_ENTRY\_FAILED: Add VSL configured port for vslot [int] port [int] failed. Exceed port member count limit.

**Explanation** An attempt to add an entry for (vslot, port) to the VSL configured port list failed because the port member count limit was exceeded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VS\_GENERIC-3-VS\_BOOLEAN\_CREATE\_FAILED: Unable to create watched boolean "[chars]"

**Explanation** The creation of the specified watched boolean failed.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_ENQUEUE\_FAILED: Unable to enqueue to [chars] queue

**Explanation** An internal error occurred that prevented a message from being enqueued to the specified process. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_ICC\_PAK\_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

**Explanation** A packet allocation failed for sending an ICC message to do the specified operation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VS\_GENERIC-3-VS\_ICC\_RESP\_PAK\_NULL: Failed to obtain response packet

**Explanation** The response packet pointer is NULL. This could be due to an insufficient memory condition on the response packet sending side or to a failure to get an IPC message on the receiving side.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VS\_GENERIC-3-VS\_NO\_PAGP\_CHANNEL\_HWIDB: No PAgP channel hwidb for PAgP group [dec]

**Explanation** An internal error occurred. Port Aggregation Protocol (PAgP) could not find the hardware interface descriptor block (IDB) for this channel group.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The creation of the specified process failed.

**Recommended Action** No action is required.

**Error Message** %VS\_GENERIC-3-VS\_QUEUE\_CREATE\_FAILED: Unable to create queue "[chars]"

**Explanation** The creation of the specified queue failed.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_PROC\_ARGS\_FAILED: Unable to process arguments "[chars]"

**Explanation** The processing of the specified arguments failed.

**Recommended Action** No action is required.

## VS\_GENERIC-5

**Error Message** %VS\_GENERIC-5-VS\_CONFIG\_DIRTY: Configuration has changed. [chars]

**Explanation** An attempt to reload was ignored due to a configuration change.

**Recommended Action** No action is required.

## VSL Messages

This section contains virtual switch link (VSL) messages.

## VSL-2

**Error Message** %VSL-2-VSL\_STATUS: -===== VSL is [chars] =====

**Explanation** The VSL status has changed to active (up) or inactive (down).

**Recommended Action** No action is required.

## VSL-3

**Error Message** %VSL-3-PRE\_PEER\_COMM\_TIMEOUT: A timeout occurred while waiting for vsl\_pre\_peer\_comm\_op\_done

**Explanation** All applications failed to respond within the specified time. Operation is continuing.

**Recommended Action** No action is required.

**Error Message** %VSL-3-TROUBLESHOOT: Structure type [int]: [chars]

**Explanation** The specified structure could not be created to save VSL troubleshooting information when VSL goes down.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_ICC\_PAK\_FAIL: Unable to get ICC packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an ICC message to do the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_ICC\_SEND\_FAIL: Unable to send ICC message for opcode [dec], operation subop [dec]

**Explanation** Packet send failed for the ICC message to perform the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INST\_CREATE\_FAIL: Failed to create VSLP instance for VSL

**Explanation** Unable to create a VSLP instance for VSL.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INTERNAL\_ERROR: [chars], port [dec]/[dec]

**Explanation** An internal error occurred.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INVALID\_PROC\_EVENT: Got event [dec]:[dec]

**Explanation** An invalid event activated the process.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INVALID\_TIMER\_CTXT: NULL or invalid timer context

**Explanation** A timer expiration event was received with NULL or invalid context information.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_INV\_PORT\_STATUS\_CHANGE: Link status change ([chars]) on non-VSL port [dec]/[dec]

**Explanation** A link status change was detected on a port that is not a VSL member.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_KEYSTORE\_ACCESS: VSL keystore access failed during %s

**Explanation** Unable to read the keystore or keystore is empty

**Recommended Action** Provision the Virtual Switch Link PMK with the **switch pmk** Privileged Exec command.

**Error Message** %VSL-3-VSL\_MAX\_PORTS: Cannot configure more than [dec] ports

**Explanation** A port could not be added to the VSL because the maximum number of ports in the VSL has been reached.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_MODE\_BAD\_STATUS: VSL-mode programming ([dec]) returned status [dec]

**Explanation** A VSL-mode operation of the specified type failed on a VSL line card.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_PORT\_CFG\_MOD\_OFFLINE: Module [dec] offline when port [dec] added to VSL

**Explanation** A port was added to the VSL when the corresponding line card was offline.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The specified process could not be created for an unknown reason.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed

**Explanation** An addition to the given registry failed during initialization.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_RESERVED\_LTL\_FAIL: Unable to allocate reserved LTL indices

**Explanation** Platform-VSLP for VSL uses a number of reserved Local Target Logic (LTL) indices allocated by the LTL Manager. Because this allocation failed, the system can no longer function.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_ROLE\_RES\_BOOL\_FAIL: Unable to create watched boolean for role resolution

**Explanation** A watched boolean for role resolution could not be created.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_BAD\_STATUS: SCP operation ([chars]) return status [dec]

**Explanation** A nonblocking SCP operation of the specified type. failed on a VSL line card

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_BLK\_SEND\_FAIL: [chars] for SCP opcode [dec], subopcode [dec]

**Explanation** Failed to do the specified operation when sending the specified SCP message through a blocking call.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_FAIL: SCP operation failed

**Explanation** A nonblocking SCP operation failed on a VSL line card.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_PAK\_FAIL: Unable to get SCP packet for opcode [dec], operation [dec]

**Explanation** Packet allocation failed for sending an SCP message to do the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_SCP\_SEND\_FAIL: Unable to send SCP message for opcode [dec], operation subop [dec]

**Explanation** Packet send failed for the SCP message to perform the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_UNCFG\_BAD\_PORT: Unconfigure on non-VSL port [dec]/[dec]

**Explanation** An attempt was made to unconfigure a port from the VSL, but the port is not part of the VSL.

**Recommended Action** No action is required.

**Error Message** %VSL-3-VSL\_UNCFG\_FAILED: Unconfigure on VSL port [dec]/[dec] failed: [chars]

**Explanation** While unconfiguring a VSL port, the specified operation failed.

**Recommended Action** No action is required.

## VSL-5

**Error Message** %VSL-5-VSL\_CNTRL\_LINK: New VSL Control Link [chars]

**Explanation** A new VSL control link was detected on a VSL line card.

**Recommended Action** No action is required.

## VSL\_BRINGUP Messages

This section contains virtual switch link (VSL) bringup messages.

## VSL\_BRINGUP-3

**Error Message** %VSL\_BRINGUP-3-MODULE\_DOWN: Failed to bring up VSL module in slot [dec] switch [dec]. [chars]

**Explanation** The bringup of the specified module failed due to the reason indicated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VSL\_BRINGUP-3-NO\_MODULE\_UP: Failed to bring up any VSL modules on switch [dec]

**Explanation** An attempt to bring up any VSL line cards or supervisor engines failed due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VSL\_BRINGUP-3-PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The creation of the specified process failed.

**Recommended Action** No action is required.

**Error Message** %VSL\_BRINGUP-3-VS\_OVERSUB\_MODECHANGE\_FAIL: Switching mode failed on Switch %d module %d port-group %d

**Explanation** The VSL bringup process was unable to change the switching mode of the indicated module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying

information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VSL\_BRINGUP-6

**Error Message** %VSL\_BRINGUP-6-MODULE\_UP: VSL module in slot [dec] switch [dec] brought up

**Explanation** The specified VSL module was brought up successfully.

**Recommended Action** No action is required.

**Error Message** %VSL\_BRINGUP-6-NOT\_VS\_CAPABLE\_EARL: Supervisor card does not have Virtual Switch capable EARL daughter board

**Explanation** The supervisor engine card does not have an EARL daughterboard capable of running in virtual switch mode. An EARL 7.5 or above is required.

**Recommended Action** Use a supported supervisor engine card for a virtual switch system.

**Error Message** %VSL\_BRINGUP-6-PREEMPT\_DISABLED: Preemption suppressed due to first time VS conversion

**Explanation** A higher priority standby switch will not preempt a lower priority active switch when a virtual switch (VS) system is converted for the first time from a standalone configuration.

**Recommended Action** Use the **switch accept mode virtual** command to merge the standby VSL configuration first. Then, if desired, use the **redundancy force-switchover** command to make the other switch active.

**Error Message** %VSL\_BRINGUP-6-SUP720\_VS\_NOT\_SUPPORT: No support for Virtual Switch on SUP720. Booting up in Standalone mode

**Explanation** The Supervisor Engine 720 is virtual switch capable. However, Cisco does not officially support virtual switch mode on the Supervisor Engine 720.

**Recommended Action** No action is required.

## VSLP Messages

This section contains Virtual Switch Link Protocol (VSLP) messages.

## VSLP-2

**Error Message** %VSLP-2-VSL\_DOWN: [chars]

**Explanation** VSL status changed to DOWN. More detail is provided in the message.

**Recommended Action** No action is required.

## VSLP-3

**Error Message** %VSLP-3-ICC\_ERR: [chars]

**Explanation** A failure occurred during the inter-card communications (ICC) operation.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-ISSU\_ERROR: %s

**Explanation** The virtual switch link protocol (VSLP) was unable to perform an ISSU operation.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT: VSLP packet error: [chars]

**Explanation** A VSLP packet error occurred for the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT\_CREATE: Can't create packet: [chars]

**Explanation** A VSLP packet cannot be created due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT\_RX: Can't process the received packet: [chars]

**Explanation** A VSLP packet cannot be processed due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-PKT\_TX: Can't send packet: [chars]

**Explanation** A VSLP packet cannot be sent due to the reason described.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-REGISTRY\_ADD\_ERR: Failure in adding to [chars] registry

**Explanation** A function could not be added to the registry.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_ERR\_MSG: [chars]

**Explanation** The VSLP role resolution protocol detected an error.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_INSTANCE\_OUT\_OF\_BOUNDS: Instance value [dec] is outside the expected range

**Explanation** The instance value received is out of bounds.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_INVALID\_INSTANCE: Instance value [dec] is invalid

**Explanation** The instance value received corresponds to an invalid instance.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_MEMORY\_ALLOC\_ERR: (Instance:[dec], Peer:[dec]): No memory available for [chars]

**Explanation** The VSLP could not obtain the requested memory.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_PEER\_INFO\_ERR: (Instance:[dec], Peer:[dec]): Peer [chars]

**Explanation** The role resolution protocol has encountered an error associated with this peer.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_PEER\_INSTANCE\_ERROR: (Instance:[dec], Peer:[dec], Up:[dec], Valid:[dec], Switch:[dec], Role:[chars], PeerRole:[chars]): [chars]

**Explanation** An error occurred pertaining to the instance and peer group specified.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_PEER\_SUP\_PSLOT\_ERR:  
save\_rrp\_tlv\_data->peer\_sup\_pslot:[int], my\_sup\_pslot:[int]

**Explanation** The role resolution protocol detected a difference in the peer supervisor engine pslot.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_RESERVED\_PEER\_ERR: (Instance:[dec], Peer:[dec]):  
Reserved peer [dec] [chars]

**Explanation** The role resolution protocol has detected an error related to the reserved peer.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_SESSION\_ID\_ERR: (Instance:[dec], Peer:[dec]): Session id  
mismatch. Expected [dec], got [dec]

**Explanation** The VSLP role resolution protocol has detected a session ID mismatch.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_SLOT\_PORT\_ERR: (Slot:[dec], Port:[dec]): [chars]

**Explanation** The role resolution protocol has detected an error related to the specified slot and port.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_TIMER\_CREATE\_FAIL: (Instance:[dec], Peer:[dec]): Unable  
to create RRP timer

**Explanation** The role resolution protocol was unable to create a timer for the specified instance and peer.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_UNEXPECTED\_ROLE: Unexpected roles. Local role = [chars],  
Peer role = [chars]

**Explanation** The role resolution protocol has encountered inconsistent role information.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-RRP\_VALUE\_ERR: [chars]: [dec]

**Explanation** The role resolution protocol has encountered an unknown value.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_BOOLEAN\_CREATE\_FAILED: Unable to create watched boolean "[chars]"

**Explanation** The specified watched boolean could not be created.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_INST\_INVALID\_CAP: Invalid capability [dec] for VSLP instance [dec]

**Explanation** A VSLP capability was requested that is beyond the current list of supported capabilities.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_INST\_OUT\_OF\_RANGE\_CREATE: Cannot create VSLP instance [dec]

**Explanation** A VSLP instance could not be created for the switch ID because it is not within the acceptable range.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_INST\_OUT\_OF\_RANGE\_DESTROY: Cannot destroy VSLP instance [dec]

**Explanation** The given VSLP instance could not be destroyed because it is not within the acceptable range.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_DOMAIN\_MISMATCH: Domain ID in probe packet from peer %d is not the same as local Domain ID %d. The packet was dropped.

**Explanation** The virtual switch domain ID in a probe packet from the peer is not the same as the local domain ID. The packet was dropped.

**Recommended Action** Investigate and correct this misconfiguration.

**Error Message** %VSLP-3-VSLP\_LMP\_FAIL\_REASON: [chars]: [chars]

**Explanation** This message displays the reason for a link to leave the LMP operational state.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_FLAG\_SET: Incorrect flag value (0x%x) on port %d/%d

**Explanation** The system detected an unexpected value for the flag field of a VSL link. This condition is caused by an internal software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show vslp lmp summary**, and **show vslp lmp fsm** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP-3-VSLP\_LMP\_FSM\_INVALID\_TIMER: Invalid timer [dec] for port [dec]/[dec] in [chars] operation

**Explanation** A timer event occurred, but the timer type was invalid.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_FSM\_NULL\_CTXT: NULL context for FSM action [chars]

**Explanation** An FSM action routine was invoked, but with a NULL context argument.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_FSM\_TIMER\_BAD\_CTXT: Invalid or NULL context for timer [dec] in [chars] operation

**Explanation** A timer event occurred, but the FSM infrastructure passed to the handler a context pointer that is currently not in use or is NULL.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_INVALID\_PROC\_EVENT: Got event [dec]:[dec]

**Explanation** An invalid event woke up the process.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_MAX\_PGS: Cannot create more than [dec] LMP peer groups

**Explanation** The number of LMP peer groups has reached the maximum per-LMP instance.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_MAX\_PORTS: Cannot configure more than [dec] ports

**Explanation** LMP could not be configured on a port because the maximum number of ports per-LMP instance has been reached.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_CREATE\_FAIL: Unable to create PG ([enet]:[dec]) for port [dec]/[dec]

**Explanation** The peer group could not be created for the given port. This port is the first port connected to this peer to move into the operational state.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_GET\_FAIL: Unable to get PG (%e) for port %d/%d

**Explanation** The system was unable to get the peer group for the given port.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_INCONSISTENT: PG [enet]:[dec] should have [dec] links, but none found

**Explanation** A link has left a peer group that seems to have more links, but no other links were found.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_NO\_CTRL\_LINK: No control link for preferred PG [dec]

**Explanation** A peer group with no control link has been set as the preferred peer group.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_PG\_OUT\_OF\_RANGE: Peer group [dec] is out of range

**Explanation** A peer group has been passed to an API that is out of range.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_BAD\_FIRST\_TLV: Bad first TLV ([dec]) in received packet on port [dec]/[dec]

**Explanation** The received LMP packet was dropped because its first type-length value (TLV) was not a Probe TLV or a Hello TLV.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_BAD\_INTERFACE: Incorrect port [dec]/[dec] for received packet

**Explanation** A received LMP packet was dropped because it had incorrect received packet information. The LMP packet may have been received from an interface on which VSLP is not enabled.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_BAD\_TLV\_COUNT: Bad TLV count in received packet ([dec])

**Explanation** A received LMP packet was dropped because it had an incorrect number of type-length values (TLVs). This includes the case where no TLVs are received.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_PLATFORM\_REJECT: Platform TLV rejected for received [chars] packet

**Explanation** A received LMP packet was dropped because one or more platform type-length values (TLVs) were rejected.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_QUEUE\_FAIL: Unable to enqueue received packet for processing

**Explanation** An internal error occurred that prevented a packet from being enqueued to the packet processing queue. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_RX\_XFORM: Failed to transform received %s packet

**Explanation** An ISSU transformation failed on the received packet. The packet was dropped

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_LMP\_SAME\_SWITCH\_ID: Switch id in probe packet is the same as the local switch id %d. The packet was dropped.

**Explanation** The switch ID in a probe packet from the peer is the same as the local switch ID. The packet was dropped.

**Recommended Action** Investigate and correct this misconfiguration

**Error Message** %VSLP-3-VSLP\_NULL\_ENTRY: Null [chars] entry in [chars] operation

**Explanation** A NULL entry was passed in the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_PROC\_CREATE\_FAILED: Unable to create process "[chars]"

**Explanation** The specified process could not be created due to unknown reasons.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_QUEUE\_CREATE\_FAILED: Unable to create watched queue "[chars]"

**Explanation** The specified watched queue could not be created due to unknown reasons.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_REGISTRY\_ADD\_FAIL: [chars] registry addition failed

**Explanation** The given registry addition failed during initialization.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_THREAD\_CREATE\_FAILURE: tid %u/intvl %u: %s

**Explanation** VSLP transmit thread creation failed for the specified reason.

**Recommended Action** No action is required.

**Error Message** %VSLP-3-VSLP\_THREAD\_FAILURE: tid %u: %s

**Explanation** A general VSLP transmit thread failure occurred for the specified reason.

**Recommended Action** No action is required.

## VSLP-4

**Error Message** %VSLP-4-ASIC\_DUMP: [chars]

**Explanation** The VSL physical link is up and the role was not resolved in RRP.

**Recommended Action** No action is required.

**Error Message** %VSLP-4-VSL\_PREEMPT\_TIMER: Preempt timer configured to [dec] minutes. Standby will takeover as active in [dec] minute(s)

**Explanation** The preempt timer is configured on the standby unit. The standby unit will become active after the timer expires.

**Recommended Action** No action is required.

## VSLP-5

**Error Message** %VSLP-5-RRP\_ACTIVE\_PEER\_DOWN: Communication to active peer went down. Triggering switchover...

**Explanation** The role resolution protocol has received an indication that communication with the active peer has gone down. This condition will trigger a switchover.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_RT\_CFG\_CHG: Configured [chars] value is different from operational value. Change will take effect after config is saved and switch [dec] is reloaded.

**Explanation** Role resolution protocol configuration changes by user

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_MSG: [chars]

**Explanation** A role resolution protocol event was received.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_NO\_PEER: No VSLP peer found. Resolving role as Active

**Explanation** Because VSLP could not communicate with any peer, it will boot up as active.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_PEER\_TIMEOUT: VSLP peer timer expired without detecting peer. Resolving role as Active

**Explanation** Because the role resolution protocol could not communicate with any peer before the peer timer expiry, it will boot up as active.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_PREEMPT: [chars]  
 Switch [int]: Priority [int]: Preempt [chars]  
 Switch [int]: Priority [int]: Preempt [chars]

**Explanation** Displays preemption configuration.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_PREEMPT\_IGNORE: %s

**Explanation** The preemption configuration is ignored due to unsaved configurations.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_ROLE\_RESOLVED: Role resolved as [chars] by VSLP

**Explanation** The role resolution protocol has communicated with a peer and has resolved its role.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_RT\_CFG\_CHANGE: [chars]

**Explanation** The role resolution protocol configuration has been changed by a user.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_UNSAVED\_CONFIG: Ignoring system reload since there are unsaved configurations.  
 Please save the relevant configurations

**Explanation** The role resolution protocol received an indication that the system must be reloaded due to a role change from active to standby. No reload will occur because unsaved configurations exist and would be lost.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-RRP\_WR\_MEM\_PROGRESS: Ignoring system reload since config save operation is in progress. Please wait till the configs are saved

**Explanation** The role resolution protocol (RRP) received an indication that a system reload is required due to a role change from active to standby. Since a configuration save operation is in progress, the system will not be reloaded.

**Recommended Action** No action is required.

**Error Message** %VSLP-5-VSL\_UP: [chars]

**Explanation** VSL status has changed to UP, with more details provided in message.

**Recommended Action** No action is required.

## VSLP-6

**Error Message** %VSLP-6-ACTIVE: [chars]

**Explanation** Displays the state of the virtual switch active supervisor engine.

**Recommended Action** No action is required.

**Error Message** %VSLP-6-STANDBY: [chars]

**Explanation** Displays the state of the virtual switch standby supervisor engine.

**Recommended Action** No action is required.

## VSLP\_ISSU Messages

This section contains Virtual Switch Link Protocol (VSLP) in-service software upgrade (ISSU) messages.

### VSLP\_ISSU-3

**Error Message** %VSLP\_ISSU-3-CAP\_RESULT\_INCOMPAT: VSLP ISSU client capability exchange result incompatible.

**Explanation** Based on the results of the capability exchange, the VSLP ISSU client is not compatible with the peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-INIT: VSLP ISSU client initialization failed at %s, error %s

**Explanation** The VSLP ISSU client could not be initialized. This condition will cause a catastrophic failure when an ISSU upgrade or downgrade is performed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-INTERNAL: An internal error occurred: %s

**Explanation** A software error occurred during the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-INVALID\_PROC\_EVENT: Got event %d:%d

**Explanation** The process was awakened with an invalid event.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-ISSU\_ERROR: %s failed with error code %d for peer %e

**Explanation** An ISSU application program interface (API) was unable to perform an operation for the VSLP layer. The message includes the error code from the ISSU library.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu fsm** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-MSG\_NOT\_OK: VSLP ISSU client message %s is not compatible

**Explanation** The VSLP ISSU client received an incompatible message from the peer unit. Since the message is not compatible, it cannot be processed by this unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu message group**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-NEGO\_FAILED: VSLP ISSU start nego session with peer %e with error code %s

**Explanation** The VSLP ISSU could not start its negotiation process.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, and **show issu fsm** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-NULL\_ENTRY: Null %s entry in %s

**Explanation** A NULL entry was passed in the specified operation.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-PROC\_CREATE\_FAILED: Unable to create process

**Explanation** The specified process could not be created.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-QUEUE\_CREATE\_FAILED: Unable to create watched queue

**Explanation** The specified watched queue could not be created.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-RX\_BAD\_INTERFACE: Incorrect port %d/%d for received packet

**Explanation** A VSLP ISSU packet was received that contains incorrect received packet info. This VSLP ISSU packet may have been received from an interface on which VSLP is not enabled. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-RX\_QUEUE\_FAIL: Unable to enqueue received packet for processing

**Explanation** An internal error occurred that prevented a packet from being enqueued to the packet processing queue for processing. The packet was dropped.

**Recommended Action** No action is required.

**Error Message** %VSLP\_ISSU-3-SEND\_FAILED: VSLP ISSU client failed to send a negotiation message

**Explanation** The VSLP ISSU client could not send a session negotiation message to the peer. When a problem occurs in the negotiation, the peer switch unit cannot be brought up as standby, resulting in two active switches in the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-SESSION: VSLP ISSU client %s

**Explanation** The VSLP ISSU client detected an error during a session negotiation with the peer unit. As a result, the peer switch cannot be brought up as standby and two switches will be active in the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu capability entries**, **show issu session**, and **show issu negotiated capability** commands and your pertinent troubleshooting logs.

**Error Message** %VSLP\_ISSU-3-TRANSFORM: VSLP ISSU client %s transform failed for %s message, error %s

**Explanation** The VSLP ISSU client could not transform the message. If the transmit transformation failed, the VSLP message cannot be sent to the standby unit. If the receive transformation failed, the VSLP message cannot be processed on the standby unit. In either case, the VSLP ISSU client state will not be identical with the active unit.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show logging**, **show issu session**, and **show issu negotiated version** commands and your pertinent troubleshooting logs.

## VS\_MERGE Messages

### VS\_MERGE-3

**Error Message** %VS\_MERGE-3-SAME\_ACT\_STDBY\_PO: Invalid configuration - standby VSL port channel number [int] is same as active VSL port channel. Auto-merge process is aborted.

**Explanation** This is an invalid configuration. Active and standby must use different VSL port channel numbers. Auto-merge process is aborted. If this situation happens, standby switch will come up in RPR mode.

**Recommended Action** Use different port channel numbers for active and standby VSL port channels and its members. This change can be done by bringing down all VSL links so that standby switch comes up as active switch. Then enter configuration mode and make changes to use different VSL port channel number for local VSL port members. Once completed, reload this switch to start auto-merge procedure again.

## VS\_MERGE-4

**Error Message** %VS\_MERGE-4-STDBY\_VSL\_PO\_EXIST: Overwriting existing port channel [int] with standby VSL port channel

**Explanation** There exists a port channel that uses the same channel number as standby VSL port channel. Overwrite the existing port channel configuration with standby VSL port channel configuration.

**Recommended Action** If the existing port channel configuration is required, then reconfigure the port channel and its related configuration with a different port channel number

## VS\_MERGE-6

**Error Message** %VS\_MERGE-6-SAVE\_MERGED\_CFG: Saving merged configuration...

**Explanation** The merged configuration is being copied to startup-config.

**Recommended Action** No action is required.

## VS\_MOD\_PROV Messages

This section contains virtual switch module provisioning messages.

### VS\_MOD\_PROV-3

**Error Message** %VS\_MOD\_PROV-3-AUTO\_ADD\_SLOT\_FAILED: Auto module provision add failed for chassis [dec] slot [dec]

**Explanation** A call to add module provisioning information to a red-black tree (RBTree) has failed.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-AUTO\_REM\_SLOT\_FAILED: Auto module provision remove failed for chassis [dec] slot [dec]

**Explanation** Remove module provisioning slot information failed.

**Recommended Action** Reproduce the issue after execute 'debug switch virtual ridprom all' CLI on both active RP and SP before bringing up standby chassis. Collect the debug trace information from console.

**Error Message** %VS\_MOD\_PROV-3-ICC\_PAK\_NULL: Pak pointer for icc msg is NULL

**Explanation** An ICC packet buffer pointer could not be obtained.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-MSGBUF\_PTR\_NULL: Data buffer pointer is NULL

**Explanation** A message or data buffer pointer could not be obtained.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-MTU\_ZERO: MTU size is zero due to ISSU session negotiation failure.

**Explanation** ISSU return negotiated message size equal to zero for this session. Most likely, there is an issue with IPC transport mechanism that causes ISSU negotiated message to time out.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %VS\_MOD\_PROV-3-NO\_AUTO\_PROV\_PROC: Unable to create VS Auto Module Prov process.

**Explanation** The virtual switch automatic module provisioning process could not be created.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-NO\_AUTO\_PROV\_WB: Unable to create watched boolean(s).  
vs\_auto\_prov\_add\_wb = , vs\_auto\_prov\_ha\_wb =

**Explanation** The specified watched booleans could not be created.

**Recommended Action** No action is required.

**Error Message** %VS\_MOD\_PROV-3-SEND\_PROV\_DATA\_FAILED: Sending of module provision info to ACTIVE failed.

**Explanation** The ICC sending of module provisioning information from the standby module to the active module failed.

**Recommended Action** No action is required.

# VSPA Messages

This section contains VPN Services Port Adapter (VSPA) messages.

## VSPA-3

**Error Message** %VSPA-3-FIPSEERROR: FIPS POST Failed.

**Explanation** The power-on self test (POST) failed. The crypto engine is disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VSPA-3-HARDWARE\_ERR: WS-IPSEC-3 Error: %s

**Explanation** A hardware error occurred on the WS-IPSEC-3, causing an interrupt. The module will automatically reload in the case of an unrecoverable error.

**Recommended Action** Copy the error message (and any recent error messages) as it appears on the console. In case of a WS-IPSEC-3 crash, collect the crashinfo file from the sup-bootdisk. Contact your Cisco technical support representative and provide the gathered information.

## VSPA-4

**Error Message** %VSPA-4-FIPS\_CRNG\_NOTIFY: Same Random Number was generated twice in succession!

**Explanation** The same random number was generated twice in succession.

**Recommended Action** No action is required.

## VSPA-5

**Error Message** %VSPA-5-FIPSNOTIFY: FIPS POST Successful.

**Explanation** The power-on self test (POST) succeeded.

**Recommended Action** No action is required.

**Error Message** %VSPA-5-ILLEGALCLEAR: Illegal Clear Packet: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u

**Explanation** An unexpected clear (unencrypted) packet was received from the WAN.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VSPA-5-REPLAYERR: Replay Error: Current Seq. No. =%u, Highest Seq No. =%u

**Explanation** A replay error was detected on IPsec inbound processing.

**Recommended Action** Make sure the IPSec packets are not being reordered in the network, such as by a QoS process.

**Error Message** %VSPA-5-SELCHECKERR: Selector Check Error: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u, saidx =%u

**Explanation** A packet was received that did not fall within the appropriate selector range.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %VSPA-5-SEQOVERFLOW: Sequence number overflow: Src =%u.%u.%u.%u, Dst =%u.%u.%u.%u, Proto =%u, saidx =%u

**Explanation** The sequence number in the security association has overflowed.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## VS\_PARSE Messages

This section contains virtual switch (VS) messages.

### VS\_PARSE-3

**Error Message** %VS\_PARSE-3-ALLOC\_ICC\_PAK\_FAIL: Unable to allocate memory for ICC packet

**Explanation** A packet allocation failed for sending an ICC message to do the specified operation.

**Recommended Action** No action is required.

**Error Message** %VS\_PARSE-3-CONFIG\_MISMATCH: [chars]

**Explanation** The VSL configuration in the standby module's configuration differs from either the active module's startup configuration or the active module's running configuration.

**Recommended Action** Use the **show switch virtual redundancy config-mismatch** command to display the mismatch configuration. If the standby configuration differed from the active's startup configuration or the active's running configuration, you must fix the discrepancy in VSL configuration between the active and standby switch. Then, enter a **write mem** command to update the standby's startup configuration and reload the standby.

**Error Message** %VS\_PARSE-3-MISMATCH: %s

**Explanation** Configuration mismatches were detected between the active and standby units in either the running configuration, the startup configuration, or the EARL operating mode.

**Recommended Action** Enter the **show switch virtual redundancy mismatch** command to display the mismatch. Correct any discrepancy in the VSL configuration between the standby switch's configuration and the active switch's startup configuration or running configuration. Correct any discrepancy in the EARL operating mode between the standby switch's configuration and the active switch's configuration. Enter the **write mem** command and reload the standby switch.

**Error Message** %VS\_PARSE-3-VS\_HWSB\_CREATE\_FAIL: Unable to create VS HW SB for vslot [int], port [int]

**Explanation** An attempt to create a virtual switch hardware standby has failed due to unknown reasons. During virtual switch mode conversion, the standby VSL port would flap when attempting to reconfigure the port on the active. It is recommended to have at least two physical links for a virtual switch mode conversion attempt in order to avoid a dual active scenario due to this error.

**Recommended Action** No action is required.

## VS\_PARSE-4

**Error Message** %VS\_PARSE-4-CONFIG\_WARNING: %s: %d

**Explanation** Errors were detected while parsing the virtual switch (VS) configuration. The switch will be in standalone mode with a switch number setting.

**Recommended Action** If the VS conversion process is successful in bringing up virtual switch mode, no action is required. If the process fails, check the VS configuration.

**Error Message** %VS\_PARSE-4-NO\_VSL\_CONFIG: No VSL interface is configured

**Explanation** There are no VSL interfaces configured. This switch cannot communicate with the other switch to form the virtual switch.

**Recommended Action** No action is required.

**Error Message** %VS\_PARSE-4-SWITCH\_NUM: %s: %d

**Explanation** A valid ROMMON variable SWITCH\_NUMBER must be configured before the switch can be brought up as a virtual switch.

**Recommended Action** Configure a valid SWITCH\_NUMBER in ROMMON.

## VS\_QOS\_ACL Messages

This section contains virtual switch QoS ACL messages.

### VS\_QOS\_ACL-3

**Error Message** %VS\_PORT\_QOS\_ACL-3-PIDX\_BASE\_MSG\_FAILED: Setting of PIDX\_BASE to value [hex] failed

**Explanation** A message from the TCAM application to set the Tycho's PDIX\_BASE has failed.

**Recommended Action** No action is required.

# VTSP Messages

This section contains Voice Telephony Service Provider (VTSP) messages.

## VTSP-3

**Error Message** %VTSP-3-UNAVAILABLE: vtsp\_do\_call\_history: %s

**Explanation** Allocate or insert an active VTSP call record into call history list failed.

**Recommended Action** No action is required.

**Error Message** %VTSP-3-UNAVAILABLE: %s

**Explanation** Internal Finite State Machine Error.

**Recommended Action** Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: Call can't be hairpinned. cdb 0x%x, dst\_cdb 0x%x, dst\_call\_id %d

**Explanation** A DSP-less call could not be hairpinned.

**Recommended Action** Check the dial-peer configuration.

**Error Message** %VTSP-3-UNAVAILABLE: Call hairpinning failed. cdb 0x%x, dst\_cdb 0x%x, dst\_call\_id %d

**Explanation** A DSP-less call could not be hairpinned.

**Recommended Action** Under heavy traffic, this failure may happen because no TDM resources were available. Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: DSP timeout on channel %s, event %d: DSP ID=0x%x: %s

**Explanation** Timeout on DSP response.

**Recommended Action** The DSP has been automatically reset. If problem persists, contact your technical support representative

**Error Message** %VTSP-3-UNAVAILABLE: VTSP call disconnect failed. channel id %s, ret %d

**Explanation** VTSP call disconnect could not be successfully passed and it may result hung calls.

**Recommended Action** Contact your technical support representative. Report the configuration and full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: channel %s, DSP ID 0x%x: status=0x%x message=0x%x text=%s

**Explanation** The DSP reported a fatal error. All calls on the DSP were dropped and a DSP reload was attempted.

**Recommended Action** Verify that the DSP reloaded properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: channel:%s DSP ID:0x%x Message ID:0x%x

**Explanation** A message could not be sent to the DSP. The call continued but may have experienced problems.

**Recommended Action** Verify that the DSP is still functioning properly by attempting to place a call on the affected voice port. Contact your technical support representative, include the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: hairpin peer cdb does not exist, cdb 0x%x, dst\_call\_id %d

**Explanation** A hairpin call setup failed because the other call leg does not exist.

**Recommended Action** Contact your technical support representative. Report the configuration, and the full text of the error message.

**Error Message** %VTSP-3-UNAVAILABLE: no free event structure available from %s for DSP message

**Explanation** There were no event structures remaining in the system pools to alert the router of a voice or signaling event.

**Recommended Action** Check that the voice port for which the event was reported is still operational. If not, clear the voice port.

**Error Message** %VTSP-3-UNAVAILABLE: voice port %s: call connection id [0x%x 0x%x 0x%x 0x%x]

**Explanation** There was a capabilities mismatch between the two call legs. capabilities are negotiated between call legs for CODEC, VAD and FAX rate.

**Recommended Action** Check that the dial peer configuration is appropriate for the interface in question. Also check that and configuration on the interface is correct.

**Error Message** %VTSP-3-UNAVAILABLE: vtsp\_call\_block allocate failed

**Explanation** RBTreeCreate failed.

**Recommended Action** Add more memory

## VTSP-4

**Error Message** %VTSP-4-UNAVAILABLE: Invalid FSM Input on channel %s: state=%s event=%d

**Explanation** Internal state machine illegal input. This message represents an internal software fault and may manifest itself as dropped or hung calls.

**Recommended Action** Contact your field service representative if indication is coincident with dropped or hung calls.

## WARMUPGRADE Messages

This section contains warm upgrade messages.

### WARMUPGRADE-3

**Error Message** %WARMUPGRADE-3-CHECKSUM: %s image checksum mismatch.

**Explanation** The checksum of the image in memory is different from the expected checksum

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-FORMAT: Unknown image file format.

**Explanation** Warm upgrade could not recognize the format of the image file

**Recommended Action** Check whether the specified image is a valid IOS executable in a supported format. Check release notes for supported formats

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: %s image checksum mismatch.

**Explanation** The checksum of the image in memory is different from the expected checksum

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: %s image size mismatch.

**Explanation** The size of the image in memory is different from the expected size

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: Image file decompression failure.

**Explanation** Warm upgrade could not decompress the image file

**Recommended Action** Check whether the image file is complete and uncorrupted

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: Image file open/read failure.

**Explanation** Warm upgrade could not open or read from the image file specified

**Recommended Action** Check whether the specified image is present at the desired location and has the required read permissions. If the location is remote, check whether the connectivity is there.

**Error Message** %WARMUPGRADE-3-UNAVAILABLE: Unknown image file format.

**Explanation** Warm upgrade could not recognize the format of the image file

**Recommended Action** Check whether the specified image is a valid IOS executable in a supported format. Check release notes for supported formats.

## WCCP Messages

This section contains Web Cache Communication Protocol (WCCP) messages.

### WCCP-1

**Error Message** %WCCP-1-UNAVAILABLE: Failed to derive service %s%s from service-list %s

**Explanation** The WCCP Access Control List used to define the specified closed service has been modified and can no longer be used to create the service. The service has been marked as inactive. Either change the configuration to an Open service or update the ACL to correctly identify the desired service

**Recommended Action** Update the service-list ACL to correctly define the desired service

**Error Message** %WCCP-1-UNAVAILABLE: Service %s%s%s lost on WCCP Client %i

**Explanation** WCCP has lost the service associated the specified WCCP Client

**Recommended Action** Verify the operation of the specified WCCP Client

**Error Message** %WCCP-1-UNAVAILABLE: Web Cache %i lost

**Explanation** The router has lost contact with the specified Web Cache

**Recommended Action** Verify operation of specified Web Cache.

## WCCP-3

**Error Message** %WCCP-3-UNAVAILABLE: Service %s%s%s, invalid access-list entry (seq:%d reason:%s)

**Explanation** The Access Control List associated with the specified WCCP service contains an incompatible entry. The hardware cannot process the resultant merged access list and will fall back to software based etflow switching

**Recommended Action** Update the Access Control List to remove or change the incompatible entry

**Error Message** %WCCP-3-UNAVAILABLE: Unable to add WCCP subblock on interface %s

**Explanation** An internal error indicating that the WCCP process was unable to attach interface specific service information

**Recommended Action** Ensure that there is enough memory available for all processes

**Error Message** %WCCP-3-UNAVAILABLE: Unable to allocate WCCP subblock on interface %s

**Explanation** An internal error indicating that the WCCP process was unable to allocate memory to hold interface specific service information

**Recommended Action** Ensure that there is enough memory available for all processes.

## WCCP-5

**Error Message** %WCCP-5-UNAVAILABLE: Service %s%s%s acquired on WCCP Client %i

**Explanation** WCCP has acquired a service on the specified WCCP Client

**Recommended Action** LOG\_STD\_NO\_ACTION

**Error Message** %WCCP-5-UNAVAILABLE: Service %s%s%s mismatched on WCCP client %i

**Explanation** WCCP has rejected a mismatched service on the specified WCCP client

**Recommended Action** Amend the WCCP service definition

**Error Message** %WCCP-5-UNAVAILABLE: Web Cache %i acquired

**Explanation** The router has acquired the specified Web Cache

**Recommended Action** LOG\_STD\_NO\_ACTION.

## WSHTF-1

**Error Message** %WSHTF-1-UNAVAILABLE: %s %d

**Explanation** The HT-Fpga data plane driver failed to get resources to attach its data structures to the global table. System is running low on memory

**Recommended Action** Copy the error message exactly as it appears along with the dump of show memory summary, and report it to your technical support representative.

**Error Message** %WSHTF-1-UNAVAILABLE: %s, buffer replacement failed, no buffers available

**Explanation** The HT-Fpga data plane driver could not secure replacement bufferspacket reception

**Recommended Action** The router either requires more packet memory - consider upgrade.Or some software module is holding onto the receive buffers andnot releasing them back to the driver. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## WSHTF-3

**Error Message** %WSHTF-3-UNAVAILABLE: Device ID seen as %#x, expected %#x. Bus number %#x device number %#x.

**Explanation** The software could not recognize the data plane chip.

**Recommended Action** Copy the error message exactly as it appears and report it to your technical support representative.

**Error Message** %WSHTF-3-UNAVAILABLE: attempt to send giant packet on %s (%d bytes from %x, max allowed %d)

**Explanation** A process inside the router is attempting to send an oversized packet

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## WSIPC-1

**Error Message** %WSIPC-1-UNAVAILABLE: %d/%d %s allocation failure

**Explanation** Memory allocation failure

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. If you cannot determine the nature of the error from the error message text, call your Cisco technical support representative and provide the representative with the gathered information.

## WSIPC-3

**Error Message** %WSIPC-3-UNAVAILABLE: %s %s

**Explanation** Failed to create IPC port on RP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: %s (%u)

**Explanation** The ID associated with an IPC card is either missing, duplicated, or cannot be created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: %s (%u)

**Explanation** The IPC application tried to send a message that was larger than IPC could handle. The message was not transmitted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: %s (%u)

**Explanation** The slave IPC cannot register with master.It cannot exchange messages with the master.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: %s (slot %d): %s

**Explanation** An IPC error was detected

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %WSIPC-3-UNAVAILABLE: %s

**Explanation** An IPC card has registered itself to the IPC master twice. The card malfunctioned and its IPC is not active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: %s

**Explanation** An error detected during line card ipc reinitialization after an RP switchover.

**Recommended Action** This can be because of system is operating under heavy traffic at the time of RP switchover. If line card software can not proceed after this error, linecard will be deactivated and recovered.

**Error Message** %WSIPC-3-UNAVAILABLE: %s

**Explanation** Failure to get packet buffers

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: %s

**Explanation** Nonblocking IPC command queue initialization failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: Cannot find hwidb for interface(%u/%u)

**Explanation** Interface identifier does not exist for the interface addressed by the corresponding IPC message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: Event %u from slot%u: %s

**Explanation** IPC event processing operational errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: For port (%s): %s fails (cause: %s)

**Explanation** The IPC kernel port related system call failure.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

**Error Message** %WSIPC-3-UNAVAILABLE: IPC command %u (slot%u/%u): %s

**Explanation** IPC command processing operational errors.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: Null %s ipc message

**Explanation** An empty IPC message, which is not expected to be received.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: System call for command %u (port %u/%u) : %s (Cause: %s)

**Explanation** IPC kernel system call error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WSIPC-3-UNAVAILABLE: port (%s) already exists

**Explanation** The port to be created unexpectedly exists.

**Recommended Action** Copy the error message exactly as it appears, and report it to your technical support representative.

## WSMA-3

**Error Message** %WSMA-3-UNAVAILABLE: PROCESSING FAILED

**Explanation** The processing of WSMA DHCP Option 43 message failed.

**Recommended Action** Need to verify the WSMA DHCP option 43 message is in correct format. If not, correct it and send this message again.

## WSMA-5

**Error Message** %WSMA-5-UNAVAILABLE: PROCESSING DONE

**Explanation** The processing of WSMA DHCP Option 43 message succeeded.

**Recommended Action** None.

# WiSM Messages

This section contains WiFi services module messages.

## WiSM-3

**Error Message** WiSM-3-PORTCHANNEL: Portchannel allocation failed for module [dec].

**Explanation** The system is unable to allocate enough port channel groups for WiSM card. [dec] is the module number.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## WiSM-5

**Error Message** %WiSM-5-DUP\_SRVC\_IP: Service IP [IP\_address] of Controller [dec]/[dec] is same as Controller [dec]/[dec]

**Explanation** The Cisco Wireless Services Module software detected that a controller is assigned with an IP address on its service port that is being used by another controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WiSM-5-RESET: Controller [dec]/[dec] not responding, WiSM in slot [dec] is being reset

**Explanation** The Cisco Wireless Services Module in the specified slot is being reset because one of the controllers failed to respond to 12 consecutive keepalive requests.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %WiSM-5-STATE: Controller [dec] in slot [dec] is [chars]

**Explanation** A change has been detected in the Cisco Wireless Services Module controller. If the controller status is Oper-Up, WCP communication between the controller and the supervisor engine is up or else it is down.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## WS\_ALARM Messages

This section contains Windstar alarm messages.

### WS\_ALARM-6

**Error Message** %WS\_ALARM-6-INFO: [chars] [chars] [chars] [chars] [chars]

**Explanation** Displays alarm assertion or deassertion information.

**Recommended Action** No action is required.

## WS\_IPSEC\_3 Messages

**Error Message** %WS\_IPSEC\_3-3-FIPSError: FIPS POST Failed.

**Explanation** Power On Self Test failed. Crypto engine disabled.

**Recommended Action** Contact TAC.

**Error Message** %WS\_IPSEC\_3-3-HARDWARE\_ERR: WS\_IPSEC\_3 Error: [chars]

**Explanation** A hardware error occurred on the WS\_IPSEC\_3 causing an interrupt

**Recommended Action** Copy the error message (and any recent error messages) as it appears on the console. In case of a WS\_IPSEC\_3 crash, collect the crashinfo file from the sup-bootdisk. Contact your Cisco technical support representative and provide the gathered information. The SPA will automatically reload itself in case of a crash

**Error Message** %WS\_IPSEC\_3-4-FIPS\_CRNG\_NOTIFY: Same Random Number was generated twice in succession!

**Explanation** Same random number was generated twice in succession.

**Recommended Action** No Action Required.

**Error Message** %WS\_IPSEC\_3-5-FIPSNOTIFY: FIPS POST Successful.

**Explanation** Power On Self Test succeeded.

**Recommended Action** No Action Required.

**Error Message** %WS\_IPSEC\_3-5-ILLEGALCLEAR: Illegal Clear Packet: Src = [int]. [int]. [int]. [int], Dst = [int]. [int]. [int]. [int], Proto = [int]

**Explanation** An unexpected clear packet was received from the WAN.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support

**Error Message** %WS\_IPSEC\_3-5-REPLAYERR: Replay Error: Current Seq. No. = [int], Highest Seq No. = [int]

**Explanation** Failed anti-replay check on IPsec inbound processing.

**Recommended Action** Make sure the IPSec packets are not reordered in the networks. Follow up with TAC.

**Error Message** %WS\_IPSEC\_3-5-SELCHECKERR: Selector Check Error: Src = [int]. [int]. [int]. [int]: [int], Dst = [int]. [int]. [int]. [int]: [int], Proto = [int], saidx = [int]

**Explanation** A packet was received that did not fall within the appropriate Selector range.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %WS\_IPSEC\_3-5-SEQOVERFLOW: Sequence number overflow: Src = [int].[int].[int].[int], Dst = [int].[int].[int].[int], Proto = [int], saidx = [int]

**Explanation** The sequence number in the Security Association has overflowed.

**Recommended Action** If this message recurs, copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## X40G Messages

This section contains X40G client error messages.

### X25-2

**Error Message** %X25-2-UNAVAILABLE: Interface %s, Illegal state %s when P4

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

### x25-3

**Error Message** %X25-3-UNAVAILABLE: in x25\_timer NULL lci\_idb %x

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %X25-3-UNAVAILABLE: %d is not a valid X.25 configuration ID

**Explanation** This message occurs when an invalid configuration id is used

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: %s : Lower layer protocol is not available

**Explanation** The required lower layer service is unavailable.

**Recommended Action** Check your configuration or contact your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: %s : Unable to identify lower layer protocol

**Explanation** IDB is not using X25 and IDB is not capable of supporting CMNS.

**Recommended Action** Check your hardware configuration or contact your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: %s

**Explanation** This message occurs when configuring an X.25 service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: %s

**Explanation** This message occurs when deconfiguring X.25 service.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: Attempt to %s.

**Explanation** The user attempted an illegal configuration.

**Recommended Action** The error will indicate what illegal action was attempted. The user should check their configuration and if necessary contact technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: Can't find bfe host address %i to delete

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: Error substituting regular expression for XOT DNS destination pattern

**Explanation** This message occurs when the regular expression substitute utility fails to arrive at X.25 hostname pattern to be sent to DNS for address resolution

**Recommended Action** Correct the X.25 route command's DNS substitution pattern

**Error Message** %X25-3-UNAVAILABLE: Interface %s LCI %d Compression Version mismatch expected %x received %x

**Explanation** An internal software error occurred. The PBP header has a mismatched version field. The version is checked on each received packet.

**Recommended Action** Copy the message exactly as it appears, and report it your technical support representative.

**Error Message** %X25-3-UNAVAILABLE: Interface %s LCI %d Decompression size error

**Explanation** An internal software error occurred. The PBP header has an uncompressed packet size field. Each uncompressed packet size is checked against this field.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: Interface %s LCI %d Decompression sync error.  
expected %d got %d

**Explanation** An internal software error occurred. The PBP header has a sync field. The sync field (8 bits) is checked on each received packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: Interface %s LCI %d low-level stac compression error

**Explanation** A Stacker compression algorithm internal error or shortage of buffer space was encountered during a compression operation. This should never happen.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: Interface %s, Delete: lci %d not found in %s table

**Explanation** An internal software error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information that you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %X25-3-UNAVAILABLE: Interface %s, LCN %d already in timer queue, new time %#Ta

**Explanation** An internal software error occurred.

**Recommended Action** If any of these messages recur, call your technical support representative for assistance.

**Error Message** %X25-3-UNAVAILABLE: Interface %s, PVC %d, %s

**Explanation** A switched PVC cannot be connected. The final [chars] text string in the message represents the state of the PVC. These text strings can also appear in show x25-vc output. For more information, refer to the show x25-vc documentation in the Router Products Command Reference publication.

**Recommended Action** Validate the configuration of the PVCs at both ends of the connection, and reconfigure them if necessary.

## X40G-2

**Error Message** %X40G-2-TCAM\_MGR\_CRIT\_ERR: GTM ERROR: [chars] ([dec])

**Explanation** An X40G TCAM critical error was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## X40G-3

**Error Message** %X40G-3-TCAM\_MGR\_ERR: GTM ERROR: [chars] ([dec])

**Explanation** An X40G TCAM MGR interaction error was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G-3-TCAM\_MGR\_HW\_ERR: GTM HW ERROR: [chars] ([dec]) [[dec]:[hex]]

**Explanation** An X40G TCAM hardware error was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G-3-TCAM\_MGR\_HW\_PERR: GTM HW ERROR: [chars] ([dec])

**Explanation** An X40G TCAM interface parity error was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## X40G-4

**Error Message** %X40G-4-TCAM\_MGR\_ALLOC\_ERR: [chars] NP ([dec]), Region Id ([dec])

**Explanation** An NP TCAM entry allocation failure was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **remote command module sh platform software xtcammgr instance info** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the gathered information.

## X40G-5

**Error Message** %X40G-5-TCAM\_MGR\_INFO: [chars]

**Explanation** An X40G TCAM driver error was detected.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## X40G\_PC\_QOS-3

**Error Message** %X40G\_PC\_QOS-3-X40G\_EXCEED\_NUM\_QUEUES: %Exceed number of supported queues for this interface

**Explanation** Not available.

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G\_PC\_QOS-3-X40G\_WRED\_QLIMIT: %Queue limit and WRED cannot be configured together

**Explanation** Not available.

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## X40G\_PC\_QOS-4

**Error Message** %X40G\_PC\_QOS-4-X40G\_PC\_PMAP\_INCOMPATIBLE: Warning - Policymap attached to port-channel EVC is incompatible with X40G member link.

**Explanation** Policymap attached to port-channel EVC is with an X40G member link.

**Recommended Action** Remove policymap attached to port-channel EVC before adding a X40G member link to port-channel.

## X40G\_QOS-3

**Error Message** %X40G\_QOS-3-ACTN: [chars]

**Explanation** The x40g qos client detected a qos feature processing error event, specified in the message

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G\_QOS-3-CFN: [chars]

**Explanation** The x40g qos client detected a classification configuration error event, specified in the message.

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G\_QOS-3-NOMEM: Memory Allocation Failure - [chars])

**Explanation** Memory required by the qos client to service one or more Network Processors could not be allocated.

**Recommended Action** This error may indicate that more memory must be installed on the affected card or platform in order to service all the features and related entities enabled via the configuration. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G\_QOS-3-NP: [chars]

**Explanation** The x40g qos client detected an npu programming error event, specified in the message.

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G\_QOS-3-PMAP\_CONFIG: [chars]

**Explanation** QoS processing on the interface specified in the msg is not functional

**Recommended Action** This configuration error is not considered fatal to the operation of the Network Processors. The software is designed to detect and report the error condition. Please refer to the cisco.com documentation for configuration to correct the problem.

**Error Message** %X40G\_QOS-3-PRFL: [chars]

**Explanation** The x40g qos client detected a hardware profile run out. Hardware profile type is mentioned in the message

**Recommended Action** Identify the QoS hardware profile that got exhausted on the ES+ linecard. Modify the QoS configuration on the interface such that it can get a QoS profile shared with any other policymap on linecard or else remove policymap from the interface. Else Qos processing on the interface might not work as expected. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the

Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %X40G\_QOS-3-SVI\_PMAP: [chars]

**Explanation** Only one policymap is allowed to be attached to either direction of interface vlan at a time.

**Recommended Action** Please remove previous attached policymap and reattach the policymap. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

## X40G\_QOS-4

**Error Message** %X40G\_QOS-4-CFG: [chars]

**Explanation** When applying policymap, configuration may be changed by the NP because of hardware support

**Recommended Action** This error indicates a qos policymap configuration error occurred. Qos processing on the interface might not work as expected. Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Issue the **show tech-support** command to gather data that may help identify the nature of the error. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

# XCONNECT Messages

This section contains xconnect-related event and error messages.

## XCONNECT-3

**Error Message** %XCONNECT-3-CONFIG: %s

**Explanation** An invalid XCONNECT configuration or an error in processing the XCONNECT configuration has occurred.

**Recommended Action** No action is required.

**Error Message** %XCONNECT-3-ILLEGAL: %s

**Explanation** An illegal event has been processed by the XCONNECT subsystem.

**Recommended Action** No action is required.

## XCONNECT-5

**Error Message** %XCONNECT-5-PW\_STATUS: %s

**Explanation** An event caused the pseudowire to change status.

**Recommended Action** No action is required.

**Error Message** %XCONNECT-5-REDUNDANCY: %s

**Explanation** An event caused the XCONNECT redundancy facility to generate a switchover to the specified backup member.

**Recommended Action** No action is required.

## XCPA Messages

**Error Message** %XCPA-3-HWVER: bay [[dec]] incompatible microcode (hw:[int].[int],[int].[int]).

**Explanation** An incompatibility exists between the port adapter hardware and the version of microcode that the system image attempted to load.

**Recommended Action** Use the **show microcode** command to display the default and configured versions of microcode for this port adapter hardware type. Assure that the correct version of microcode exists in flash. Use the **microcode reload** command to load the microcode. If the error still occurs, record the output from the following commands: **show tech**, **show microcode**, **dir slot0:**, **dir slot1:**, **show log**. Provide this information to your technical support representative.

## XCVR Messages

This section contains transponder messages.

### XCVR-3

**Error Message** %XCVR-3-UNKNOWN\_SFP\_INSERTED: Unknown SFP inserted [chars]

**Explanation** An unknown Small Form Factor Pluggable (SFP) transceiver has been inserted.

**Recommended Action** If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

# XDR Messages

This section contains eXternal Data Representation (XDR) messages.

## XDR-3

**Error Message** %XDR-3-BYPASSFOFNEGO: Bypassing FOF ISSU client %s (%u) nego for XDR client %s, slot %s as FOF ISSU client is not present in %s image.

**Explanation** This XDR client has a dependency on another ISSU client due to having foreign-owned fields (FOFs). Because the ISSU client that owns the FOFs is not in the image, the XDR client will not wait for that client to finish ISSU negotiation. The missing client must be added to the image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSUBADENTITY: Unable to register ISSU entity for [chars], reason: [chars]

**Explanation** Unable to register this XDR client's ISSU entity due to problems with registering the item given as a reason in the error message. ISSU will stop working for this client and may lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSUBADGROUP: New m/cast group (slots [chars]) has multiple members before nego complete.

**Explanation** A new multicast group has been created with multiple slots before ISSU negotiation for each client has completed. This condition will lead to unpredictable results.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSUBADNEGOMSG: Unexpected nego msg - slot [chars], client [chars], ctxt [dec]

**Explanation** XDR has received a negotiation message unexpectedly as this client is either not ISSU aware or has already completed negotiation for this slot. This condition is likely a precursor to unpredictable behavior for this client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSU\_FOF\_NEGOFAIL: ISSU negotiation failed for FOF client %u, for peer %s (ISSU peer %d), blocking ISSU client %s (%d) reason - %s

**Explanation** The ISSU negotiation failed for a client that has registered ISSU foreign-owned field (FOF) client dependencies. The dependent clients on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot cannot proceed for this client and the dependent clients. Enter the **show xdr multicast** command for full details.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the

following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, and **show xdr multicast** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSU\_FOF\_REGERROR: ISSU client %s (%d), entity %d, message %d (%s), failed ISSU FOF registration: %s, reason: %s,

**Explanation** This ISSU client has a message containing a foreign-owned field (FOF) owned by another client, but the client failed to register this dependency. This is an internal software error.

**Recommended Action** Update to a later software release.

**Error Message** %XDR-3-CLIENTISSUNEGATIVEPADDING: Negative padding for [chars], slots [chars], msg [dec] (padded: [dec], unpadded: [dec])

**Explanation** An internal error occurred involving a mismatch of internal data structures.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSU\_NEGOFAIL: ISSU negotiation failed for [chars], slot [chars] [chars]

**Explanation** ISSU negotiation failed. The XDR client on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot will not happen for this client and dependent clients. See the output of the **show xdr multicast** command for full details.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSUNEGONOTDONE: Attempting to push send XDR message ([dec]) to slots [chars] for [chars] before nego complete.

**Explanation** An internal error occurred that may result in unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSU\_NEGOREGERROR: XDR client %s, failed ISSU negotiation result notification registration for ISSU client %s (%d), reason: %s,

**Explanation** This client has a dependency on the successful ISSU negotiation of another client and has failed to register this dependency. This is an internal software error.

**Recommended Action** Update to a later software release.

**Error Message** %XDR-3-CLIENTISSU\_NEGOUNREGERROR: Failed to unregister ISSU negotiation result notification registration for ISSU client %s (%d), reason: %s,

**Explanation** This client has a dependency on the successful ISSU negotiation of another client and has failed to unregister this dependency when not required. This is an internal software error.

**Recommended Action** Update to a later software release.

**Error Message** %XDR-3-CLIENTISSUNOMSGGRP: Cannot determine ISSU message group for slot %d. Unknown %s

**Explanation** Because the line card type for the specified slot is not recognized, the ISSU client cannot determine the set of ISSU messages to be used between the local and remote slot. This condition might be due to a new line card type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSU\_PUSHFAIL: Attempting to push send XDR message ([chars]) to slots [chars] via client [chars] failed due to [chars]

**Explanation** An internal error occurred that may result in unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSU\_REGERROR: ISSU client [dec] ([chars]), entity [dec], failed ISSU registration: [chars]

**Explanation** The ISSU negotiation failed for this XDR client. This is a software error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSUSENDFAILED: Can't send XDR client ISSU nego msg: reason [chars], slot [chars], client [chars]

**Explanation** XDR has failed to send an ISSU negotiation message for the given client. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-CLIENTISSUSTARTNEGOFAIL: Can't start nego: reason [chars], slot [chars], client [chars], sid [dec]

**Explanation** XDR has failed to start ISSU negotiation with the remote slot for the reason given. The slot will be marked as ISSU-unaware, and communication with this slot will proceed on that basis. However, this is likely to lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-ISSUBADREGPARAMS: Client [chars] trying to register with incomplete ISSU support.

**Explanation** This client does not properly support ISSU and will be registered as not supporting ISSU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-ISSUCAPNEGOFAIL: Client [chars] failed to [chars] capability/ies due to [chars]

**Explanation** An internal software error occurred. The capability negotiation failed unexpectedly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-ISSU\_ENUM\_ERROR: Enum for [chars] ([chars] component) is not ISSU-compliant: [chars]

**Explanation** The given enumeration is not ISSU-compliant for the reason given. Unpredictable behavior will result when interoperating with different Cisco IOS versions.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-ISSUINITFAIL: Unable to register XDR ISSU [chars], reason: [chars]

**Explanation** Unable to register the given XDR ISSU parameter due to the reason given. This will stop ISSU working for this client and may lead to unpredictable behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-ISSU\_NEGOFAIL: ISSU negotiation failed for XDR, slot [chars] [chars]

**Explanation** ISSU negotiation failed. XDR on this slot and the remote slot cannot interoperate. Synchronizing of information to and from this slot for all XDR clients will not be allowed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-MSGSIZEFAIL: The IPC message size is out of boundsThe ipc\_msg\_size is : [dec] while the maximum size we can handle is theXDR\_IPC\_BUFFER\_SIZE : [dec] .

**Explanation** The size of the IPC message that was received is larger than the maximum size that can be handled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-PRIOCLIENTISSU\_NEGOFAIL: ISSU negotiation failed for [chars], slot [chars] [chars]

**Explanation** ISSU negotiation failed for a core XDR client. XDR on this slot and the remote slot cannot interoperate in SSO mode. Synchronizing of information to and from this slot will not happen for any XDR client.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRBADSLLOT: An invalid slot %d was obtained during - %s

**Explanation** An invalid slot was obtained.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging**, **show tech-support**, **show xdr linecard**, and **show xdr multicast** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRDEQUEUE: Failed to dequeue from [chars] with [dec] elements still queued

**Explanation** A queueing failure has occurred. A nonempty queue could not be dequeued.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRIPC: XDR IPC error on multicast-group [hex] due to [chars].

**Explanation** A general IPC-related error occurred, which may prevent transfer of data to other peers using the IPC mechanism .

**Recommended Action** Enter the **show xdr multicast** command immediately after this error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRMCASTJOIN: Attempt to join [chars] to [chars] failed because client [chars] returned an error

**Explanation** An internal error occurred that may result in unpredictable XDR behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRMCSTJOINREQ: Client [chars] returned an invalid response to a join request for groups [chars] and [chars]

**Explanation** An internal error occurred that may result in unpredictable XDR behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRMCST\_PEER\_BINDING: XDR peer [chars] bind to group [chars] (was bound to [chars]): [chars]

**Explanation** An internal error occurred that may result in unpredictable XDR behavior.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRNOMEM: XDR failed to allocate memory during [chars] creation.

**Explanation** Allocation of memory by the XDR subsystem has failed. This failure may result in unpredictable XDR behavior.

**Recommended Action** Make sure that there is enough memory for the operations being performed by your system. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDROOS: Received an out of sequence IPC message. Expected [dec] but got [dec]

**Explanation** An out-of-sequence or unknown IPC message was received. This condition indicates that an IPC is not working properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRPEER: An XDR peer error for slot [chars]. Due to [chars].

**Explanation** An error relating to an XDR peer has occurred.

**Recommended Action** Enter the **show xdr linecard** command. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRQUEUE: XDR queue error: [chars].

**Explanation** The XDR subsystem queueing operation failed. This may result in unpredictable behavior of XDR.

**Recommended Action** Make sure that there is enough memory for the operations being performed by your machine. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-3-XDRSLOTFROMMASK: Cannot determine slot from mask [chars]  
(client [chars])

**Explanation** Mapping from slot mask to slot has failed. During ISSU negotiation, the message destination cannot be determined, and the message will be dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## XDR-6

**Error Message** %XDR-6-CLIENTISSUBADRCVTFM: Failed to rcv\_transform message - from slot [chars], client [chars], context [dec]

**Explanation** The system cannot perform an ISSU receive transform. This condition is likely due to an earlier failure in negotiation, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-CLIENTISSUBADTXTFM: Failed to xmit\_transform message - to slot [chars], client [chars], context [dec]

**Explanation** The system cannot perform an ISSU transmit transform. This condition is likely due to an earlier failure in negotiation, or when one side of an ISSU-enabled XDR connection is out of synchronization with the other.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support

representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-CLIENTISSU\_BLOCKED: Client [chars] cannot sync info to/from slot [chars] due to ISSU negotiation failure of client [chars]

**Explanation** This client depends on another XDR client for which ISSU negotiation has failed. As a result, this client is prevented from communicating with the remote slot. This is due to ISSU incompatibilities between the two images. Functionality for this client will revert to RPR mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-CLIENTISSU\_UNBLOCKED: Client [chars] can now sync info to/from slot [chars] due to ISSU negotiation success of client [chars]

**Explanation** This client depends on another XDR client for which ISSU negotiation had previously failed but has now succeeded. As a result, this client can resume communication with the remote slot. Functionality for this client will revert to SSO mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-CLIENTISSUUNREG: Failed to unregister session - client [chars], slot [chars], reason [chars]

**Explanation** The system was unable to unregister this session. This condition will likely cause problems when reregistering.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-CLIENTNOTREGONRP: Client [chars] has registered on slot [chars] before RP.

**Explanation** The XDR client has registered on a non-RP card before an RP card. If this has occurred while toggling the client's registration status rapidly, it may be a transient problem that will resolve itself. If not, the client's status may be unpredictable, and ISSU negotiation (if platform is ISSU-aware) may not take place correctly.

**Recommended Action** Verify whether the client's registration status is the same on both the RP and the card on which the problem is reported by comparing the output of the **show xdr client all** command to see if the client is present or absent in both. If so, and no other error messages have been seen, then this is a transient issue and no further action is required. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-ISSUBADRCVTFM\_DUMP: CSCsh95828 detected. Please collect 'show xdr linecard', 'show monitor event-trace xdr all', and the full system log, on both the RP and the related LC, and report this occurrence. Slot %s, data 0x%08x %08x %08x %08x %08x %08x %08x

**Explanation** This message contains a decoded packet dump and trace log information for investigating CSCsh95828.

**Recommended Action** Copy the message exactly as it appears and contact your Cisco technical support representative.

**Error Message** %XDR-6-ISSUBADTXTFM: Failed to xmit\_transform message - slot [chars], reason [chars]

**Explanation** The system was unable to perform an ISSU transform on an outgoing XDR header. The message will be ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at

<http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-ISSUCLIENTABSENT: ISSU client [chars] absent on slot [chars]. Client functionality may be affected.

**Explanation** The remote slot does not support this ISSU client. The software will handle this by reducing client functionality locally to continue in SSO mode, or by forcing the remote peer into RPR mode as appropriate. This is expected behavior in ISSU-capable systems.

**Recommended Action** No action is required.

**Error Message** %XDR-6-ISSUBADRCVTFM: Failed to rcv\_transform message - slot [chars], reason: [chars]

**Explanation** The system was unable to perform an ISSU transform on an incoming XDR header. The message will be ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-XDRDISABLEREQUEST: Peer in slot [chars] requested to be disabled due to: [chars]. Disabling linecard

**Explanation** The line card has requested to be disabled due to an error condition.

**Recommended Action** Enter the **show monitor event-trace xdr** command from the RP and the line card in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** XDR-6-XDRINVALIDHDR: XDR for client ([chars]) dropped (slots:[chars] from slot:[dec] context:[dec] length:[dec]) due to: [chars]

**Explanation** The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-XDRINVALIDHDRISSU: XDR ISSU negotiation message for client ([chars]) dropped (slots:[chars] from slot:[chars] context:[int] length:[int]) due to: [chars]

**Explanation** The XDR ISSU negotiation message was dropped for the reason given.

**Recommended Action** If the message occurred during an ISSU upgrade then it may be safely ignored. Otherwise: Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support.

**Error Message** %XDR-6-XDRIPCNOTIFY: Message not sent to slot [chars] because of IPC error [chars]. Disabling linecard. (Expected during linecard OIR)

**Explanation** A general IPC-related error has occurred that may prevent transfer of data to other peers using the IPC mechanism.

**Recommended Action** Enter the **show xdr multicast** and **show xdr linecard internal** commands immediately after this error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-XDRIPCPEER: XDR IPC error occurred for peer in slot [chars] due to [chars] [chars].

**Explanation** A general IPC-related error has occurred that may prevent transfer of data to other peers using the IPC mechanism.

**Recommended Action** Enter the **show xdr multicast** and **show xdr linecard** commands immediately after this error. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-XDRLCDISABLEEREQUEST: Client [chars] requested to be disabled. [chars]

**Explanation** The line card has requested to be disabled due to an error condition.

**Recommended Action** Enter the **show monitor event-trace xdr** from the RP and the line card in question. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-XDRMCASTINIT: XDR mcast subsystem initilisation error: [chars]

**Explanation** A failure occurred that prohibits the XDR client from registering with the core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

**Error Message** %XDR-6-XDRREGISTRATION: XDR failed to register [chars] client due to [chars]

**Explanation** The XDR client specified in the message text could not be registered. A failure has occurred that prohibits the XDR client from registering with the core.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create>, or contact your Cisco technical support representative and provide the representative with the information you have gathered. Attach the following information to your case in nonzipped, plain-text (.txt) format: the output of the **show logging** and **show tech-support** commands and your pertinent troubleshooting logs.

## XOS Messages

**Error Message** %XOS-7-XOS\_DM\_DISPATCH: xos\_dm\_dispatch API cannot be called that does not own the XDM, xdm pid: %d, current pid: %d

**Explanation** The xos\_dm\_dispatch API was called by a process that is not the owner of that XDM. Only process that create the XDM instance can own it.

**Recommended Action** Please check your code and avoid invoking this API in a different process context.

**Error Message** %XOS-7-XOS\_DM\_WAIT: xos\_dm\_wait API cannot be called by a process that does not own the XDM, xdm pid: %d, current pid: %d

**Explanation** The xos\_dm\_wait API was called by a process that is not the owner of that XDM. Only process that create the XDM instance can own it.

**Recommended Action** Please check your code and avoid invoking this API in a different process context.

**Error Message** %XOS-7-XOS\_DM\_XDISPATCH: xos\_dm\_xdispatch API cannot be called that does not own the XDM, xdm pid: %d, current pid: %d

**Explanation** The xos\_dm\_xdispatch API was called by a process that is not the owner of that XDM. Only process that create the XDM instance can own it.

**Recommended Action** Please check your code and avoid invoking this API in a different process context.

**Error Message** %XOS-7-XOS\_ONINT: XOS APIs cannot be called in a interrupt path

**Explanation** An XOS API was called in the interrupt path, this is currently not supported.

**Recommended Action** Please check your code and avoid using this API in the interrupt path

**Error Message** %XOS-7-XOS\_STUCK\_TMR: XOS timer expired earlier than expected  
expiration time tree:%p time:%d.%d

**Explanation** The XOS timer handler was invoked earlier than expiration value of the timer

**Recommended Action** Please check expiration timer value set on the timer. Also, some OS infrastructures can roundup expiration time so that timer handler gets invoked earlier than expected



## GLOSSARY

The following glossary of acronyms expands acronyms and initialisms that are used in *Cisco IOS System Messages, Release 15 SY*.

### Numerals

**10GE** 10-Gigabit Ethernet

### A

**AAA** authentication, authorization, and accounting

**AAL5** ATM adaptation layer 5

**ABM** asynchronous balanced mode

**ABR** Area Border Router

**AC** alternating current

**ACE** Allegro Crypto Engine

**ACIP** ATM Cable Interface Processor

**ACK** acknowledgment

**ACL** access control list

**ACO** alarm cutoff

**ACTLU** activate logical unit

**ACTPU** activate physical unit

**ADSL** asymmetric digital subscriber line

**AFI** Address Family Identifier

**AH** Authentication Header

**AIC** Alarm Interface Controller

**AIM** Advanced Interface Module

**AIM** advanced integration module

**AIP** ATM Interface Processor

**AIS** alarm indication

<b>ALC</b>	ATM line card
<b>ALPS</b>	Airline Product Set
<b>AMD</b>	Advanced Micro Devices
<b>ANR</b>	Automatic Network Routing
<b>ANSI</b>	American National Standards Institute
<b>ANY-PHY</b>	Any physical layer-data link layer
<b>AP</b>	access point
<b>AP</b>	authentication proxy
<b>API</b>	application programming interface
<b>APING</b>	APPC Ping
<b>APN</b>	access point name
<b>APPC</b>	Advanced Program-to-Program Communications
<b>APPN</b>	Advanced Peer-to-Peer Networking
<b>APS</b>	automatic protection switching
<b>AQD</b>	average queue depth
<b>ARAP</b>	AppleTalk Remote Access Protocol
<b>ARB</b>	Adaptive Rate-Based
<b>ARP</b>	Address Resolution Protocol
<b>ARQ</b>	automatic repeat request
<b>AS</b>	autonomous system
<b>ASCU</b>	agent-set control unit
<b>ASIC</b>	application-specific integrated circuit
<b>ASP</b>	ATM switch processor
<b>ATA</b>	Advanced Technology Attachment
<b>ATA</b>	Analog Telephone Adapter
<b>ATF</b>	area to free
<b>ATM</b>	Asynchronous Transfer Mode
<b>AToM</b>	Any Transport over MPLS
<b>AURP</b>	AppleTalk Update-Based Routing Protocol

<b>AutoRP</b>	Auto-Rendezvous Point
<b>AVL</b>	approved vendor list or Adelson-Velskii and Landis

**B**

<b>BAP</b>	Bandwidth Allocation Protocol
<b>BB</b>	broadband
<b>BBI</b>	begin bracket indicator
<b>BCS</b>	business critical solution
<b>BERT</b>	bit error rate tester
<b>BFR</b>	Bigger, Faster Router
<b>BFRP</b>	big fast route processor
<b>BGP</b>	Border Gateway Protocol
<b>BGPPA</b>	Border Gateway Protocol Policy Accounting
<b>BIC</b>	backplane interface card
<b>BIDI</b>	bidirectional bus
<b>BIND</b>	Berkeley Internet Name Domain
<b>BIP</b>	bit interleaved parity
<b>BIS</b>	Broadband Interface Shelf
<b>BLLI</b>	Broadband Low Layer Information
<b>BMA</b>	Buffer Management ASIC
<b>BOOM</b>	10BASE-T Ethernet LAN interface card
<b>BOOTP</b>	Bootstrap Protocol
<b>BPDU</b>	bridge protocol data unit
<b>BPI</b>	baseline privacy interface
<b>BPVC</b>	Bridged Permanent Virtual Circuit
<b>BRI</b>	Basic Rate Interface
<b>BRF</b>	Bridge Relay Function
<b>BSC</b>	Binary Synchronous Communications

<b>BSS</b>	Business Support System
<b>BSTUN</b>	Block Serial Tunnel
<b>BTU</b>	British thermal unit
<b>BUS</b>	broadcast-and-unknown server

## C

<b>CA</b>	certification authority
<b>CAIM</b>	Compression Advanced Interface Module
<b>CAM</b>	content-addressable memory
<b>CAMR</b>	Cisco Access Metro Router
<b>CAS</b>	channel-associated signaling
<b>CASA</b>	Cisco Appliance and Services Architecture
<b>CBAC</b>	Context-Based Access Control
<b>CBC</b>	Cell Bus Controller
<b>CBI</b>	Cell Bus Interface
<b>CBus</b>	CiscoBus
<b>CBWFQ</b>	Class Based Weighted Fair Queueing
<b>CCA</b>	Common Configuration Architecture
<b>CCAPI</b>	call control API
<b>CCB</b>	call control block
<b>CCB</b>	configuration control block
<b>CCO</b>	Cisco Connection Online
<b>CCW</b>	channel command word
<b>CDI</b>	Common Driver Interface
<b>CDL</b>	Converged Data Link
<b>CDM</b>	cable data modem
<b>CDP</b>	Cisco Discovery Protocol
<b>CDR</b>	clock and data recovery

<b>CE</b>	certificate enrollment
<b>CEB</b>	Common EMS Base
<b>CEBI</b>	conditional end bracket indicator
<b>CEF</b>	Cisco Express Forwarding
<b>CES</b>	circuit emulation service
<b>CET</b>	Cisco Encryption Technology
<b>CF</b>	Checkpoint Facility
<b>CFI</b>	Common Flash Interface
<b>CGMP</b>	Cisco Group Management Protocol
<b>CGX</b>	CryptoGraphics eXtensions
<b>CHAP</b>	Challenge Handshake Authentication Protocol
<b>cHPI</b>	compact Host Port Interface
<b>CI</b>	connection identifier
<b>CICS</b>	Customer Information Control System
<b>CIP</b>	Channel Interface Processor
<b>CIR</b>	committed information rate
<b>CIS</b>	Card Information Services
<b>CIU</b>	Communication Interface Unit
<b>CLAW</b>	Common Link Access for Workstations
<b>CLI</b>	command-line interface
<b>CLNS</b>	Connectionless Network Service
<b>CLS</b>	Cisco link services
<b>CLSI</b>	Cisco link services interface
<b>CMCC</b>	Cisco Mainframe Channel Connection
<b>CMNS</b>	Connection Mode Network Service
<b>CMPC</b>	Cisco Multipath Channel
<b>CMTS</b>	cable modem termination system
<b>CNR</b>	Cisco Network Registrar
<b>CNOS</b>	change number of sessions

<b>CNS</b>	Cisco Networking Services
<b>CNSP</b>	Complete Number Sequence PDU
<b>COAPS</b>	Count of APS switchovers
<b>codec</b>	coder-decoder
<b>CoS</b>	class of service
<b>CoSQ</b>	Class of Service Queues
<b>COT</b>	continuity testing
<b>CP</b>	control point
<b>CP</b>	coprocessor
<b>CPA</b>	Channel Port Adapter
<b>CPE</b>	customer premises equipment
<b>CPI</b>	common part indicator
<b>CPI-C</b>	common programming interface for communications
<b>CPM</b>	Combination Port Module
<b>CRC</b>	cyclic redundancy check
<b>CRF</b>	Concentrator Relay Function
<b>CRL</b>	certificate revocation list
<b>cRTP</b>	compressed Real-Time Protocol
<b>CRV</b>	call reference value
<b>CSA</b>	compression service adapter
<b>CSAR</b>	Cisco Cell Segmentation and Reassembly
<b>CSC</b>	clock switch card
<b>CSG</b>	Content Services Gateway
<b>CSI</b>	called subscriber identification
<b>CSM</b>	call switching mode
<b>CSM</b>	call switching module
<b>CSNA</b>	Cisco SNA
<b>CSNP</b>	Complete Sequence Number PDU
<b>CSU</b>	channel service unit

<b>CTC</b>	Cisco Transport Controller
<b>CTL</b>	Certificate Trust List
<b>CTRC</b>	Cisco Transaction Connection
<b>CTS</b>	Clear To Send
<b>CV</b>	Cisco View
<b>CWAN</b>	Constellation WAN
<b>CWTLC</b>	Constellation Wan Toaster Line Card
<b>CyBus</b>	Cisco Extended Bus

## D

<b>DAE</b>	data aggregator end
<b>DBus</b>	diagnostic bus
<b>DC</b>	direct-connect
<b>DC</b>	direct current
<b>DCD</b>	data carrier detect
<b>DCE</b>	data communications equipment
<b>dCEF</b>	distributed Cisco Express Forwarding
<b>DDOS</b>	distributed denial of service
<b>DDR</b>	dial-on-demand routing
<b>DDSM</b>	Digital Data Services Manager
<b>DECnet</b>	Digital Equipment Corporation network
<b>DEMUX</b>	demultiplexer
<b>DFC</b>	dial feature card
<b>DFP</b>	Dynamic Feedback Protocol
<b>DFRAC</b>	Dual Frammer and RAC
<b>DHCP</b>	Dynamic Host Configuration Protocol
<b>DHCPv6</b>	Dynamic Host Configuration Protocol, version 6
<b>DIB</b>	Directory Information Base

<b>DIP-4</b>	4-bit Diagonal Interleaved Parity
<b>DLC</b>	data-link connection
<b>DLC</b>	data-link control
<b>DLCI</b>	data-link connection identifier
<b>dLFI</b>	Distributed Link Fragmentation and Interleaving
<b>dLFIoATM</b>	Distributed Link Fragmentation and Interleaving over ATM
<b>dLFIoFR</b>	Distributed Link Fragmentation and Interleaving over Frame Relay
<b>DLR</b>	designated local retransmitter
<b>DLSw</b>	data-link switching
<b>DLU</b>	dependent logical unit
<b>DLU</b>	destination logical unit
<b>DLU</b>	dynamic logical unit
<b>DLUR</b>	dependent logical unit requester
<b>DLUS</b>	dependent logical unit server
<b>DM</b>	dense mode
<b>DM</b>	disconnect mode
<b>DMA</b>	direct memory access
<b>DMAC</b>	destination MAC
<b>DML</b>	distributed multilink
<b>DMLP</b>	Distributed Multilink Point-to-Point Protocol
<b>DNIS</b>	dialed number identification service
<b>DNS</b>	Domain Name Server
<b>DNS</b>	Domain Name Service
<b>DNS</b>	Domain Name System
<b>DOCSIS</b>	Data-over-Cable Service Interface Specifications
<b>DOI</b>	domain of interpretation
<b>DoS</b>	denial of service
<b>DPRAM</b>	dual-port RAM
<b>DR</b>	Designated Router

<b>DR</b>	dynamic replenishment
<b>DRAM</b>	dynamic RAM
<b>DRDA</b>	Distributed Relational Database Architecture
<b>DRiP</b>	Duplicate Ring Protocol
<b>DRP</b>	Director Response Protocol
<b>DRQ</b>	Direct memory access Receive Queue
<b>DS</b>	dial shelf
<b>DSA</b>	delayed stop accounting
<b>DSC</b>	dial shelf control
<b>DSC</b>	dial shelf controller
<b>DSCP</b>	differentiated service code pointer
<b>DSI</b>	dial shelf interconnect
<b>DSI</b>	dial shelf interface
<b>DSIP</b>	Dial Shelf Interconnect Protocol
<b>DSL</b>	digital subscriber line
<b>DSLAM</b>	digital subscriber line ATM multiplexer
<b>DSMP</b>	Distributed Stream Media Processor
<b>DSP</b>	digital signal processor
<b>DSP</b>	Domain Specific Part
<b>DSP</b>	digital signal processor
<b>DSPFARM</b>	digital signal processor farm
<b>DSPM</b>	digital signal processor module
<b>DSPRM</b>	Digital Signal Processor Resource Manager
<b>DSPU</b>	downstream physical unit
<b>DSR</b>	data set ready
<b>DSU</b>	data service unit
<b>DSU</b>	digital service unit
<b>DTE</b>	data terminal equipment
<b>DTP</b>	Dynamic Trunking Protocol

<b>DTQ</b>	Direct memory access Receive Queue
<b>DTR</b>	data terminal ready
<b>DVMRP</b>	Distance Vector Multicast Routing Protocol

**E**

<b>E1T1</b>	E1 line or T1 line
<b>EADI</b>	Extended Availability Drop and Insert
<b>EAIM</b>	Encryption AIM
<b>EAP</b>	Extensible Authentication Protocol
<b>EAPoUDP</b>	Extensible Authentication Protocol over User Datagram Protocol
<b>EARL</b>	enhanced address recognition logic
<b>EC</b>	EtherChannel
<b>ECA</b>	ESCON Channel Adapter
<b>ECC</b>	error-correcting code
<b>ECC</b>	Error-Check Code
<b>ECC</b>	error checking and correction
<b>ECM</b>	Extensible Call Model
<b>ECM</b>	External Control Memory
<b>EEM</b>	Embedded Event Manager
<b>EEPROM</b>	electronically erasable programmable read-only memory
<b>EFC</b>	extended flow control
<b>EGP</b>	exterior gateway protocol
<b>EHSA</b>	enhanced high system availability
<b>EID</b>	endpoint identifier
<b>EIGRP</b>	Enhanced Interior Gateway Routing Protocol
<b>EIO</b>	Elastic I/O
<b>ELAN</b>	emulated LAN
<b>ENUM</b>	enumeration

<b>ENVM</b>	Constellation WAN Environmental Monitor
<b>EOBC</b>	Ethernet Out-of-Band Channel
<b>EOC</b>	embedded operations channel
<b>EOF</b>	end-of-frame
<b>EOIR</b>	enhanced online insertion and removal
<b>EoMPLS</b>	Ethernet over MPLS
<b>EOU</b>	Extensible Authentication Protocol over User Datagram Protocol
<b>EPM</b>	External Packet Memory
<b>ESCON</b>	Enterprise System Connection
<b>ESMP</b>	Even Simpler Management Protocol
<b>ESP</b>	Extended Services Processor
<b>ESP</b>	Extended Services Platform
<b>ESW</b>	Ethernet Switch
<b>ESWILP</b>	Ethernet Switch with Inline Power
<b>ETM</b>	Enhanced Timing Module
<b>EXAR</b>	Chip manufacturer

**F**

<b>FAQ</b>	frequently asked question
<b>FB</b>	feature board
<b>FBB</b>	fast back-to-back
<b>FBB</b>	from backplane buffer
<b>FCFS</b>	First Come First Served
<b>FCIT</b>	Fiber Channel Idle Time
<b>FC-PFQ</b>	feature card per-flow queueing
<b>FCPA</b>	Fibre Channel Port Adapter
<b>FCS</b>	frame check sequence
<b>FDDI</b>	Fiber Distributed Data Interface

<b>FDL</b>	Facility Data Link
<b>FDM</b>	frequency-division multiplexing
<b>FE</b>	Fast Ethernet
<b>FEC</b>	Fast EtherChannel
<b>FECPM</b>	Fast Ethernet Combo Port Module
<b>FI</b>	format indicator
<b>FIA</b>	Fabric Interface ASIC
<b>FIB</b>	forwarding information base
<b>FIFO</b>	first-in, first-out
<b>FIR</b>	Finite Impulse Response
<b>FM</b>	fault monitoring
<b>FMSP</b>	Fax Media Services Provider
<b>FOI</b>	fragment offset == 1
<b>FPGA</b>	field-programmable gate array
<b>FPI</b>	Forwarding Path Identifier
<b>FQDN</b>	fully qualified domain name
<b>FQPCID</b>	fully qualified procedure correlation identifier
<b>FREEDM</b>	Frame Engine and Data link Manager
<b>FRMR</b>	Frame Reject
<b>FRoM</b>	FrameRelay over MPLS
<b>FRoMPLS</b>	FrameRelay over MPLS
<b>FRR</b>	Fast ReRoute
<b>FRU</b>	field-replaceable unit
<b>FSIP</b>	Fast Serial Interface Processor
<b>FSM</b>	finite state machine
<b>FTBB</b>	from/to backplane buffer
<b>FTP</b>	File Transfer Protocol

**G**

<b>GBIC</b>	Gigabit Interface Converter
<b>GC</b>	global configuration
<b>GDS</b>	general data stream
<b>GE</b>	Gigabit Ethernet
<b>GEFC</b>	Gigabit Ethernet/Fibre Channel
<b>GEIP</b>	Gigabit Ethernet Interface Processor
<b>GGSN</b>	gateway GPRS support node
<b>GKTMP</b>	Gatekeeper Transaction Message Protocol
<b>GLBP</b>	Gateway Load Balancing Protocol
<b>GLC</b>	gigabit line card
<b>GP</b>	Global Pointer
<b>GPRS</b>	general packet radio service
<b>GRP</b>	gigabit route processor
<b>GSN</b>	GPRS support node
<b>GSR</b>	Internet router
<b>GTF</b>	Generalized Trace Facility
<b>GTP</b>	GPRS tunneling protocol
<b>GULF</b>	GULF-2488 ASIC

**H**

<b>HA</b>	High Availability
<b>HA</b>	Home Agent
<b>HAL</b>	Halcyon
<b>HAPX</b>	Hardware Assisted Packet Classification
<b>HDLC</b>	High-Level Data Link Control
<b>HDV</b>	High Density Voice

<b>HDX</b>	half-duplex
<b>HEC</b>	header error control
<b>HGW</b>	home gateway
<b>HMAC</b>	hash message authentication codes
<b>HMS</b>	Home Media Server
<b>HPI</b>	Host Port Interface
<b>HPR</b>	High-Performance Routing
<b>HQF</b>	Hierarchical Queuing Framework
<b>HSA</b>	high system availability
<b>HSRP</b>	Hot Standby Router Protocol
<b>HSSI</b>	High Speed Serial Interface
<b>HT-FPGA</b>	Hyper Transport Field-Programmable Gate Array
<b>HWAF</b>	Hardware Address Filtering
<b>HWIC</b>	High-Speed WAN Interface Card
<b>HWICD</b>	High-Speed WAN Interface Card, double-wide
<b>HWIDB</b>	hardware interface descriptor block

**I**

<b>I2C</b>	Inter-Integrated Circuit
<b>IDB</b>	interface descriptor block
<b>IBGP</b>	internal BGP
<b>IBL</b>	Input Buffer Logic
<b>IBOC</b>	in-band bit-oriented code
<b>ICC</b>	Inter Card Communication
<b>ICC</b>	Interface Controller Card
<b>ICMP</b>	Internet Control Message Protocol
<b>ICPIF</b>	Calculated Planning Impairment Factor
<b>ICS</b>	Integrated Communication System

<b>IDAP</b>	Internet Data Access Presentation
<b>IDB</b>	interface descriptor block
<b>IDPROM</b>	Identification PROM
<b>IDS</b>	Internal Data Services
<b>IDT</b>	Integrated Digital Terminal
<b>IDU</b>	indoor unit
<b>IE</b>	information element
<b>IEEE</b>	Institute of Electrical and Electronics Engineers
<b>IETF</b>	Internet Engineering Task Force
<b>IF</b>	intermediate frequency
<b>IGMP</b>	Internet Group Management Protocol
<b>IGRP</b>	Interior Gateway Routing Protocol
<b>IIF</b>	Input interface
<b>IIH</b>	IS to IS Hello PDU
<b>IKE</b>	Internet Key Exchange
<b>ILMI</b>	Integrated Local Management Interface
<b>ILP</b>	inline power
<b>ILPM</b>	inline power module
<b>IMA</b>	inverse multiplexing over ATM
<b>IMSI</b>	international mobile subscriber identity
<b>IP</b>	Internet Protocol
<b>IPC</b>	interprocess communication
<b>IPDC</b>	Internet Protocol device control
<b>IPDLC</b>	IP data link connection
<b>IPE</b>	Inter-PRE Ethernet
<b>IPG</b>	Inter Packet Gap
<b>IPHC</b>	IP Header Compression
<b>IPM</b>	Cisco Internetwork Performance Monitor
<b>IPPCP</b>	IP Payload Compression Protocol

<b>IPRM</b>	IP Router Manager
<b>IPS</b>	IP Storage
<b>IPSec</b>	IP Security
<b>IPv6</b>	IP version 6
<b>IPX</b>	Internetwork Packet eXchange
<b>ISA</b>	Integrated Services Adapter
<b>ISAKMP</b>	Internet Security Association and Key Management Protocol
<b>ISDN</b>	Integrated Services Digital Network
<b>ISE</b>	Internet Services Engine
<b>IS-IS</b>	Intermediate System-to-Intermediate System
<b>ISL</b>	Inter-Switch Link
<b>ISR</b>	intermediate session routing
<b>ISRHOG</b>	Interrupt Service Routine HOG
<b>ISSU</b>	In-Service Software Upgrade
<b>IST</b>	Internal Spanning Tree
<b>IVR</b>	interactive voice response
<b>IXP</b>	Internet Exchange Point

**L**

<b>L2</b>	Layer 2
<b>L2F</b>	Layer 2 Forwarding
<b>LAC</b>	L2TP access concentrator
<b>LACP</b>	Link Aggregate Control Protocol
<b>LAIS</b>	SONET Line-level Alarm Indication Signal
<b>LANCE</b>	Local Area Network Controller Ethernet
<b>LANE</b>	LAN Emulation
<b>LAPB</b>	Link Access Procedure, Balanced
<b>LAT</b>	local-area transport

<b>LC</b>	line card
<b>LCATM</b>	Label controlled ATM
<b>LCB</b>	Line Control Block
<b>LCC</b>	Line card Configuration Coordinator
<b>LCD</b>	liquid crystal display
<b>LCDOS</b>	line card operating system software
<b>LCI</b>	local channel identifier
<b>LCN</b>	logical channel number
<b>LDLC</b>	LocalDirector link control
<b>LDN</b>	local directory number
<b>LDP</b>	Label Distribution Protocol
<b>LEC</b>	LANE Client
<b>LECS</b>	LANE Configuration Server
<b>LED</b>	light-emitting diode
<b>LEN</b>	low-entry networking
<b>LES</b>	LANE Server
<b>LFD</b>	Label Forwarding Database
<b>LFSID</b>	local-form session identifier
<b>LIR</b>	link incident report
<b>LIU</b>	line interface unit
<b>LLC</b>	logical link control
<b>LLC2</b>	Logical Link Control, type 2
<b>LLD</b>	low level design
<b>LMI</b>	Local Management Interface
<b>LNМ</b>	LAN Network Manager
<b>LNS</b>	L2TP network server
<b>LOF</b>	Loss of Frame
<b>LOS</b>	Loss of Signal
<b>LPD</b>	line printer daemon

<b>LRC</b>	line card redundancy controller
<b>LRJ</b>	location rejection
<b>LRQ</b>	location request
<b>LS</b>	LightStream
<b>LSA</b>	link-state advertisement
<b>LSD</b>	label switching database
<b>LSIPC</b>	LightStream interprocess communication
<b>LSP</b>	label switch path
<b>LSP</b>	link-state packet
<b>LSP</b>	Link-State PDU
<b>LSS</b>	LightStream switching
<b>LTL</b>	local target logic
<b>LU</b>	logical unit
<b>LU6.2</b>	logical unit type 6.2
<b>LVC</b>	label switched controlled virtual circuits
<b>LYRA</b>	Constellation+ Advanced Forwarding Engine Layer2

## M

<b>MAC</b>	Media Access Control
<b>MAR</b>	Midrange Access Routers
<b>MARS</b>	Multicast Address Resolution Server
<b>MATM</b>	MAC Address Table Manager
<b>MAU</b>	media attachment unit
<b>MAX</b>	maximum
<b>MBE</b>	multiple-bit error
<b>MBRI</b>	Multi-BRI
<b>MBRI</b>	Multiport Basic Rate Interface
<b>MBus</b>	maintenance bus

<b>MCNS</b>	Multimedia Cable Network System Partners, Ltd.
<b>MCOM</b>	Microcom carrier card
<b>MCDMA</b>	Multi-Channel DMA
<b>MCSC</b>	Multi-Channel Serial Controller
<b>MD5</b>	message digest 5
<b>MDB</b>	Multicast Descriptor Block
<b>MDL</b>	maintenance data link
<b>MDRR</b>	Modified Deficit Round Robin
<b>MDS</b>	multicast distributed switching
<b>MDSS</b>	Multicast Distributed Shortcut Switching
<b>MDT</b>	multicast distribution tree
<b>MEMD</b>	memory device
<b>MFD</b>	Multicast Fast Drop
<b>MFE</b>	Multi-port Fast Ethernet
<b>MFI</b>	MPLS forwarding infrastructure
<b>MFIB</b>	Multicast Forwarding Information Base
<b>MGCP</b>	Media Gateway Control Protocol
<b>MIB</b>	Management Information Base
<b>MIB/SMT</b>	Management Information Base/Station Management
<b>MIC</b>	media interface connector
<b>MICA</b>	Modem ISDN channel aggregation
<b>MID</b>	Multiplex ID
<b>MIDB</b>	multicast interface data block
<b>MII</b>	media-independent interface
<b>MLD</b>	Multicast Listener Discovery
<b>MLP</b>	Multilink Point-to-Point Protocol
<b>MLPPP</b>	Multilink Point-to-Point Protocol
<b>MLS</b>	multilayer switching
<b>MLSM</b>	multilayer switching for multicast

<b>MLTG</b>	multilink trunk group
<b>MMAP</b>	memory map
<b>MMI</b>	Modem Management Interface
<b>MMLS</b>	multicast multilayer switching
<b>MNCNS</b>	Multimedia Cable Network System Partners, Ltd.
<b>MNP4</b>	Microcom Networking Protocol 4
<b>MP</b>	Multilink Protocol
<b>MPC</b>	MultiPath Channel
<b>MPC</b>	Multiprotocol-over-ATM client
<b>MPLS</b>	Multiprotocol Label Switching
<b>MPOA</b>	Multiprotocol over ATM
<b>MPPE</b>	Microsoft Point to Point Encryption
<b>MPS</b>	Multiprotocol-over-ATM server
<b>MQC</b>	Modular Quality of Service (QoS) command line interface (CLI)
<b>MRIB</b>	Multicast Routing Information Base
<b>MRP</b>	Multiservice Routing Processor
<b>MPT</b>	Ministry of Posts and Telecommunications
<b>mroute</b>	Multicast route
<b>MS</b>	Management Services
<b>MS</b>	mobile subscriber
<b>MSC</b>	Modular Services Card
<b>MSDP</b>	Multicast Source Discovery Protocol
<b>MSFC</b>	Multilayer Switch Feature Card
<b>MSP</b>	Media Service Provider
<b>MSR</b>	Multiservice Switch Router
<b>MSS</b>	maximum segment size
<b>MST</b>	Multiple Spanning-Tree Protocol
<b>MSTOO</b>	multiple spanning tree root
<b>Mtree</b>	matings tree

<b>MTU</b>	maximum transmission unit
<b>MURIB</b>	Multicast Unicast Routing Information Base
<b>mutex</b>	mutual exclusivity lock
<b>MVIP</b>	Versatile Interface Processor
<b>MWAM</b>	Multi-Processor WAN Application Module
<b>Mx</b>	Mueslix

**N**

<b>NAK</b>	negative acknowledgment
<b>NAM</b>	Network Analysis Module
<b>NAS</b>	network access server
<b>NAT</b>	Network Address Translation
<b>NBAR</b>	network-based application recognition
<b>NBP</b>	Name Binding Protocol
<b>NCE</b>	network connection endpoint
<b>NCP</b>	Network Control Program
<b>NCP</b>	Network Control Protocol
<b>NEAT</b>	E1 and T1 processor
<b>NFAS</b>	Non Facility Associated Signaling
<b>NHDR</b>	Network Layer Header
<b>NHRP</b>	Next Hop Resolution Protocol
<b>NHS</b>	Next Hop Server
<b>NIM</b>	network interface module
<b>NIP</b>	Nitro Interconnect Protocol
<b>NLP</b>	network-layer packet
<b>NLSP</b>	NetWare Link Services Protocol
<b>NM</b>	network module
<b>NM-HD</b>	high density network module

<b>NME</b>	Network Management Ethernet
<b>NMI</b>	nonmaskable interrupt
<b>NMP</b>	Network Management Processor
<b>NMS</b>	network management system
<b>NMVT</b>	network management vector transport
<b>NNI</b>	Network-to-Network Interface
<b>NNS</b>	network node server
<b>NPE</b>	network processing engine
<b>NRM</b>	normal response mode
<b>NRP</b>	Network Routing Processor
<b>NRP</b>	node route processor
<b>NSAP</b>	network service access point
<b>NSDB</b>	Network Security Database
<b>NSE</b>	network services engine
<b>NSF</b>	Non-stop forwarding
<b>NSP</b>	Network Switch Processor
<b>NSP</b>	node switch processor
<b>NTP</b>	Network Time Protocol
<b>NVRAM</b>	nonvolatile RAM

**O**

<b>OAM</b>	Operation, Administration, and Maintenance
<b>OBL</b>	Output Buffer Logic
<b>OC</b>	Optical Carrier
<b>OCE</b>	output chain elements
<b>ODU</b>	outdoor unit
<b>OER</b>	Optimized Edge Routing
<b>OFC</b>	open fiber control

<b>OIF</b>	Output interface
<b>OIR</b>	online insertion and removal
<b>ONS</b>	Optical Networking Systems
<b>OOBP</b>	out-of-band port
<b>OOD</b>	Online Offline Diagnostics
<b>OOS</b>	out of service
<b>ORF</b>	outbound route filter
<b>OSCP</b>	Optical Supervisory Channel Protocol
<b>OSM</b>	Optical Services Module
<b>OSP</b>	Open Settlements Protocol
<b>OSPF</b>	Open Shortest Path First
<b>OSS</b>	Operations Support System
<b>OU</b>	organizational unit

## P

<b>PA</b>	port adapter
<b>PAD</b>	packet assembler/disassembler
<b>PAgP</b>	Port Aggregation Protocol
<b>PAM</b>	port adapter module card
<b>PAM</b>	pulse amplitude modulation
<b>PAN</b>	4-Port and (8+1) Port ESWILP HWIC
<b>PAP</b>	Password Authentication Protocol
<b>PASCB</b>	port adapter system control block
<b>PASV</b>	passive mode FTP
<b>PBP</b>	packet-by-packet
<b>PC</b>	program counter
<b>PCA</b>	Parallel Channel Adapter
<b>PCF</b>	Packet Control Function

<b>PCF</b>	Profile Configuration File
<b>PCI</b>	protocol control information
<b>PCID</b>	procedure correlation identifier
<b>PCM</b>	pulse code modulation
<b>PCMCIA</b>	Personal Computer Memory Card International Association
<b>PCR</b>	peak cell rate
<b>PDP</b>	policy decision point
<b>PDSN</b>	Packet Data Serving Node
<b>PDU</b>	protocol data unit
<b>PEMF</b>	Power Entry Module and Filter
<b>PF</b>	protocol filtering
<b>PGM</b>	Pragmatic General Multicast
<b>PHAD</b>	Physical Layer Interface Module (PLIM) header add-drop ASIC
<b>PHY</b>	physical layer interface
<b>PIC</b>	Peripheral Interface Controller
<b>PIC</b>	point in call
<b>PIE</b>	protocol information element
<b>PIF</b>	Packet Input FIFO
<b>PIM</b>	Protocol Independent Multicast
<b>PIM-SM</b>	Protocol Independent Multicast Sparse Mode
<b>PIMv2</b>	Protocol Independent Multicast version 2
<b>PIU</b>	PCM Interface Unit
<b>PKCS</b>	Public Key Cryptographic Standards
<b>PKI</b>	public key infrastructure
<b>PLD</b>	programmable logic device
<b>PLIM</b>	Physical Layer Interface Module
<b>PLU</b>	primary logical unit
<b>PLX</b>	PCI to local bus bridge vendor
<b>PM</b>	port management

<b>PMA</b>	Packet Memory Access
<b>PMB</b>	power management bus
<b>PMC</b>	PCI Mezzanine Card
<b>PMON</b>	Performance Monitor
<b>PNNI</b>	Private Network-Network Interface
<b>PNSP</b>	Partial Number Sequence PDUs
<b>POE</b>	Power Over Ethernet
<b>PoS</b>	Packet over SONET
<b>PoS</b>	Packet over SONET/SDH
<b>POST</b>	power-on self test
<b>POTIE1</b>	Packet Over T1 E1
<b>POTS</b>	plain old telephone service
<b>PPC</b>	primary point code
<b>PPP</b>	Point-to-Point Protocol
<b>PQUICC</b>	Quad Integrated Communications Controller
<b>PRBS</b>	Pseudo-Random Bit Sequence
<b>PRE</b>	Performance Routing Engine
<b>PRI</b>	Primary Rate Interface
<b>PROM</b>	programmable read-only memory
<b>PRP</b>	Performance Route Processor
<b>PSA</b>	Packet Switching ASIC
<b>PSC</b>	processor and switch card
<b>PSM</b>	Protection Switch Module
<b>PSNP</b>	Partial Sequence Number PDU
<b>PTB</b>	Peer Transaction Bus
<b>PU</b>	physical unit
<b>PU 2.0</b>	Physical Unit type 2.0
<b>PU 2.1</b>	Physical Unit type 2.1
<b>PVC</b>	permanent virtual circuit

<b>PVC</b>	permanent virtual connection
<b>PVDM</b>	Packet Voice DSP Module
<b>PVID</b>	Port VLAN ID
<b>PVP</b>	permanent virtual path
<b>PVST+</b>	Per-VLAN Spanning Tree
<b>PXF</b>	Parallel eXpress Forwarding
<b>PXM</b>	Processor Switching Module

## Q

<b>QA</b>	queue and accumulator
<b>QEM</b>	QEM driver
<b>QLLC</b>	Qualified Logical Link Control
<b>QM</b>	QoS manager
<b>QMAC</b>	Quad Token Ring Media Access Controller ASIC
<b>QoS</b>	quality of service

## R

<b>RA</b>	registration authority
<b>RAC</b>	Resource Availability Confirm
<b>RAC</b>	Ring Access Controller
<b>RADIUS</b>	Remote Authentication Dial-In User Service
<b>RARP</b>	Reverse Address Resolution Protocol
<b>RAS</b>	Registration, Admission, and Status
<b>RAS</b>	remote access server
<b>RBCP</b>	Router Blade Configuration Protocol
<b>RBD</b>	receive buffer descriptor
<b>RBS</b>	Robbed-Bit Signaling
<b>RCP</b>	remote copy protocol

<b>RDB</b>	relational database
<b>RED</b>	redundancy
<b>REQACTPU</b>	request to activate a physical unit
<b>REQDACTPU</b>	request to deactivate a physical unit
<b>REQ(D)ACTPU (RSP)</b>	Route Switch Processor request to activate or deactivate a physical unit
<b>REXEC</b>	remote execution
<b>RF</b>	radio frequency
<b>RF</b>	Redundancy frequency
<b>RIB</b>	Routing Information Base
<b>RIP</b>	Routing Information Protocol
<b>RISC</b>	reduced instruction set computing
<b>RJE</b>	remote job entry
<b>RLM</b>	Redundant Link Manager
<b>RMON</b>	Remote Network Monitoring
<b>RNR</b>	receive not ready
<b>ROM</b>	read-only memory
<b>RP</b>	Route Processor
<b>RPA</b>	Resource Pool Allocation
<b>RPC</b>	Remote Procedure Call
<b>RPF</b>	Reverse Path Forwarding
<b>RPM</b>	Route Processor Module
<b>RPM</b>	Resource Pool Management
<b>RPMXF</b>	Route Processor Module, express forwarding
<b>RPR</b>	Route Processor Redundancy
<b>RPR+</b>	Route Processor Redundancy plus
<b>RPS</b>	Ring Parameter Server
<b>RR</b>	receive ready
<b>RRP</b>	Redundant Route Processor

<b>RS</b>	router shelf
<b>RS-232</b>	EIA/TIA-232
<b>RSA</b>	Rivest, Shamir, and Adelman (a public-key cryptographic system)
<b>RSC</b>	route switch controller
<b>RSCP</b>	RSC front panel push button
<b>RSCV</b>	Route Selection Control Vector
<b>rsh</b>	remote shell
<b>RSL</b>	remote switch link
<b>RSM</b>	Route Switch Module
<b>RSP</b>	Route Switch Processor
<b>RSPAN</b>	Remote Switched Port Analyzer
<b>RSRB</b>	remote source-route bridging
<b>RSRC</b>	Resource
<b>RSVP</b>	Resource Reservation Protocol
<b>RTAL</b>	Receive Telecombuss Aligner/Interface
<b>RTC</b>	real-time console
<b>RTM</b>	Real Time Monitor
<b>RTP</b>	Rapid Transport Protocol
<b>RTP</b>	Real-Time Transport Protocol
<b>RTR</b>	response time reporter
<b>RTS</b>	Request To Send
<b>RTT</b>	round-trip time
<b>RTTMON</b>	Round Trip Time Monitor
<b>RU</b>	request/response unit
<b>RUDP</b>	Reliable User Data Protocol
<b>Rx</b>	Receive
<b>RXP</b>	Resonate Exchange Protocol

## S

<b>SA</b>	security association
<b>SA</b>	Source-Active
<b>SA</b>	Service Assurance
<b>SADB</b>	security association database
<b>SAF24</b>	SAR adapter FPGA OC24
<b>SAFI</b>	Subsequent Address Family Identifier
<b>SAP</b>	service access point
<b>SAR</b>	segmentation and reassembly
<b>SBE</b>	single-bit error
<b>SCB</b>	storage control blocks
<b>SCB</b>	system control board
<b>SCC</b>	Signaling Connection Control
<b>SCCP</b>	Signaling Connection Control Part
<b>SCM</b>	Service Connection Manager
<b>SCP</b>	Service Control Point
<b>SCP</b>	Switch-Module Configuration Protocol
<b>SCP</b>	System Control Protocol
<b>SCR</b>	sustained cell rate
<b>SDCC</b>	Serial Data Communication Channel
<b>SDEE</b>	Security Device Event Exchange
<b>SDF</b>	Signature Definition File
<b>SDLC</b>	Synchronous Data Link Control
<b>SDLLC</b>	Synchronous Data Logical Link Control
<b>SDM</b>	Security Device Manager
<b>SDP</b>	Session Description Protocol
<b>SDP</b>	Shelf Discovery Protocol
<b>SDRAM</b>	synchronous DRAM

<b>SDT</b>	Start Data Transfer
<b>SEF</b>	severely errored frames
<b>SERDES</b>	Serializer-Deserializer
<b>SFC</b>	switch fabric card
<b>SFP</b>	Small Form Factor Pluggable
<b>SGBP</b>	Stack Group Bidding Protocol
<b>SGCP</b>	Simple Gateway Control Protocol
<b>SGSN</b>	Serving GPRS Support Node
<b>SID</b>	Service ID
<b>SIMM</b>	single in-line memory module
<b>SIP</b>	Session Initiation Protocol
<b>SLARP</b>	Serial Line Address Resolution Protocol
<b>SLB</b>	Server Load Balancing
<b>SLC</b>	signaling link code
<b>SLCI</b>	Signaling Link Code Interface
<b>SLIC</b>	Subscriber Line Interface Circuit
<b>SLIP</b>	Serial Line Internet Protocol
<b>SLU</b>	secondary logical unit
<b>SM</b>	sparse mode
<b>SM</b>	state machine
<b>SMbus</b>	System Management bus
<b>SMDS</b>	Switched Multimegabit Data Service
<b>SME</b>	Signature Micro Engine
<b>SMRP</b>	Simple Multicast Routing Protocol
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>SNA</b>	Systems Network Architecture
<b>SNASw</b>	SNA Switching Services
<b>SNMP</b>	Simple Network Management Protocol
<b>SNR</b>	signal-to-noise ratio

<b>SNRM</b>	Set Normal Response
<b>SO-DIMM</b>	Small Outline Dual In-line Memory Modules
<b>SOF</b>	start-of-frame
<b>SOP</b>	Second-Generation Packet-over-SONET
<b>SP</b>	Switch Processor
<b>SPA</b>	Shared Port Adapter
<b>SPACP</b>	SPA bus communications protocol
<b>SPAN</b>	Switched Port Analyzer
<b>SPD</b>	Security Policy Database
<b>SPE</b>	service processing element
<b>SPI</b>	security parameter index
<b>SPI4</b>	System Packet Interface Level 4
<b>SPID</b>	service profile identifier
<b>SPM</b>	source path message
<b>SPMM</b>	SIMM DSP module
<b>SRA</b>	source routing accelerator
<b>SRAM</b>	static RAM
<b>SRC</b>	Switch Redundancy Controller
<b>SRCP</b>	Simple Resource Coordination Protocol
<b>SRDB</b>	source route relational database
<b>SRIC</b>	Sculptor Input Controller
<b>SRIF</b>	Sculptor Interface
<b>SROC</b>	Sculptor Output Controller
<b>SRP</b>	Server Redundancy Protocol
<b>SRP</b>	Spatial Reuse Protocol
<b>SRR</b>	Single Ring Recovery Protocol
<b>SSA</b>	Serial Storage Architecture
<b>SSCOP</b>	Service-Specific Connection-Oriented Protocol
<b>SSCP</b>	system services control points

<b>SSE</b>	silicon switching engine
<b>SSG</b>	Service Selection Gateway
<b>SSH</b>	Secure Shell
<b>SSL</b>	Secure Socket Layer
<b>SSM</b>	Single State Mode
<b>SSM</b>	Source Specific Multicast
<b>SSO</b>	Stateful SwitchOver
<b>SSP</b>	Silicon Switch Processor
<b>SSP</b>	state synchronization protocol
<b>SSRAM</b>	synchronous static RAM
<b>SSRP</b>	Simple Server Redundancy Protocol
<b>SSS</b>	Subscriber Service Switching
<b>SSTP</b>	Shared Spanning-Tree Protocol
<b>STP</b>	Spanning-Tree Protocol
<b>STUN</b>	serial tunnel
<b>SU</b>	service unit
<b>SU</b>	signaling unit
<b>SVC</b>	switched virtual circuit
<b>SVI</b>	switched virtual interface
<b>SVIP</b>	Versatile Interface Processor 2
<b>SW56</b>	switched 56K
<b>SWIDB</b>	software for Interface Descriptor Block
<b>SYSMGT</b>	system management

**T**

<b>TAC</b>	Cisco Technical Assistance Center
<b>TACACS</b>	Terminal Access Controller Access Control System
<b>TBB</b>	to backplane buffer

<b>TBI</b>	Ten Bit Interface
<b>TBM</b>	Transmit Buffer Manager
<b>TCA</b>	telecommunications access method
<b>TCATM</b>	Tag Control ATM
<b>TCAM</b>	Ternary Content Addressable Memory
<b>TCB</b>	Transmission Control Block
<b>TCL</b>	Toolkit Command Language
<b>TCP</b>	Transmission Control Protocol
<b>TDM</b>	time-division multiplexing
<b>TDP</b>	Tag Distribution Protocol
<b>TDR</b>	time domain reflectometer
<b>TE</b>	terminal equipment
<b>TE</b>	traffic engineering
<b>TE</b>	tunnel equipment
<b>TE3</b>	T3 or E3
<b>TED</b>	Tunnel Endpoint Discovery
<b>TEI</b>	terminal endpoint identifier
<b>TFIB</b>	Tag Forwarding Information Base
<b>TFTP</b>	Trivial File Transfer Protocol
<b>TG</b>	transmission group
<b>TIB</b>	Tag Information Base
<b>TIM</b>	Tree Information Base
<b>TIC</b>	Toaster Input Controller
<b>TID</b>	Terminal Identifier
<b>TIFF</b>	tagged image file format
<b>TLB</b>	translation look-aside buffer
<b>TLV</b>	type, length, value
<b>TMQ</b>	terminal port queueing
<b>ToS</b>	Type of Service

<b>TP</b>	Transport Protocol
<b>TR</b>	Token Ring
<b>TRANGE</b>	time-range
<b>TSC</b>	Tag Switch Controller
<b>TSCAM</b>	Traffic Shaping Carrier Access Module
<b>TSI</b>	transmitting subscriber information
<b>TSP</b>	tag-switched path
<b>TT2RP</b>	Toaster-to-RP
<b>TTAL</b>	Transmit Telecombuss Aligner/Interface
<b>TTL</b>	time to live
<b>TVC</b>	tag switched controlled virtual circuit
<b>TVC</b>	tag virtual circuits
<b>Tx</b>	transmit

**U**

<b>UA</b>	unnumbered acknowledgement
<b>UART</b>	Universal Asynchronous Receiver/Transmitter
<b>UCB</b>	University of California, Berkeley
<b>Ucode</b>	Microcode
<b>UDLD</b>	UniDirectional Link Detection
<b>UDP</b>	User Datagram Protocol
<b>UPS</b>	uninterruptible power supply
<b>URM</b>	Universal Router Module
<b>uRPF</b>	Unicast Reverse Path Forwarding

**V**

<b>VACL</b>	VLAN access control list
<b>VAD</b>	voice activity detection

<b>VBR</b>	variable bit rate
<b>VBR-nRT</b>	variable bit rate—non-real time
<b>VC</b>	virtual circuit
<b>VCC</b>	virtual channel connection
<b>VCD</b>	virtual circuit descriptor
<b>VCCI</b>	Virtual Channel Common Index
<b>VCHAN</b>	virtual channel
<b>VCI</b>	virtual channel identifier [ <i>ATM only</i> ]
<b>VCN</b>	virtual circuit number
<b>VFC</b>	voice feature card
<b>VFC</b>	VoIP feature card
<b>VFR</b>	Virtual Fragment Reassembly
<b>VG</b>	voice gateway
<b>VIC</b>	voice interface card
<b>VIP</b>	Versatile Interface Processor
<b>VLAN</b>	virtual LAN
<b>VMAC</b>	Virtual MAC
<b>VMPS</b>	VLAN Membership Policy Server
<b>VMR</b>	value, mask, result
<b>VNM</b>	Voice Network Manager
<b>VOA</b>	variable optical attenuator
<b>VoIP</b>	Voice over IP
<b>VP</b>	virtual path
<b>VPC</b>	virtual path connection
<b>VPD</b>	voice packet driver
<b>VPDN</b>	Virtual Private Dialup Network
<b>VPI</b>	virtual path identifier
<b>VPLS</b>	Virtual Private LAN Service
<b>VPN</b>	Virtual Private Network

<b>VPNv4</b>	Virtual Private Network version 4
<b>VQP</b>	VLAN Query Protocol
<b>VQPC</b>	VQP client
<b>VRF</b>	VPN Routing and Forwarding
<b>RRP</b>	Virtual Router Redundancy Protocol
<b>VSI</b>	Virtual Switch Interface
<b>VSM</b>	Voice Service Manager
<b>VT</b>	virtual terminal
<b>VTAM</b>	virtual telecommunications access method
<b>VTMS</b>	Versatile Traffic Management and Shaping
<b>VTP</b>	VLAN Trunk Protocol
<b>VTSP</b>	voice telephony service provider
<b>VTT</b>	voltage termination
<b>VWIC</b>	Voice/WAN interface card

## W

<b>WCCP</b>	Web Cache Communication Protocol
<b>WCS</b>	writable control store
<b>WDS</b>	Wireless Domain Services
<b>WIC</b>	WAN interface card
<b>WLM</b>	Workload Manager
<b>WRED</b>	Weighted Random Early Detection
<b>WWW</b>	World Wide Web

## X

<b>XCA</b>	external communication adapter
<b>XCVR</b>	transceiver
<b>XDR</b>	eXternal Data Representation

<b>XID</b>	exchange identification
<b>XML</b>	eXtensible Markup Language
<b>XNS</b>	Xerox Network Systems
<b>XOT</b>	X.25-over-TCP
<b>XTagATM</b>	extended tag ATM

**Z**

<b>ZBT</b>	zero bus turnaround
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